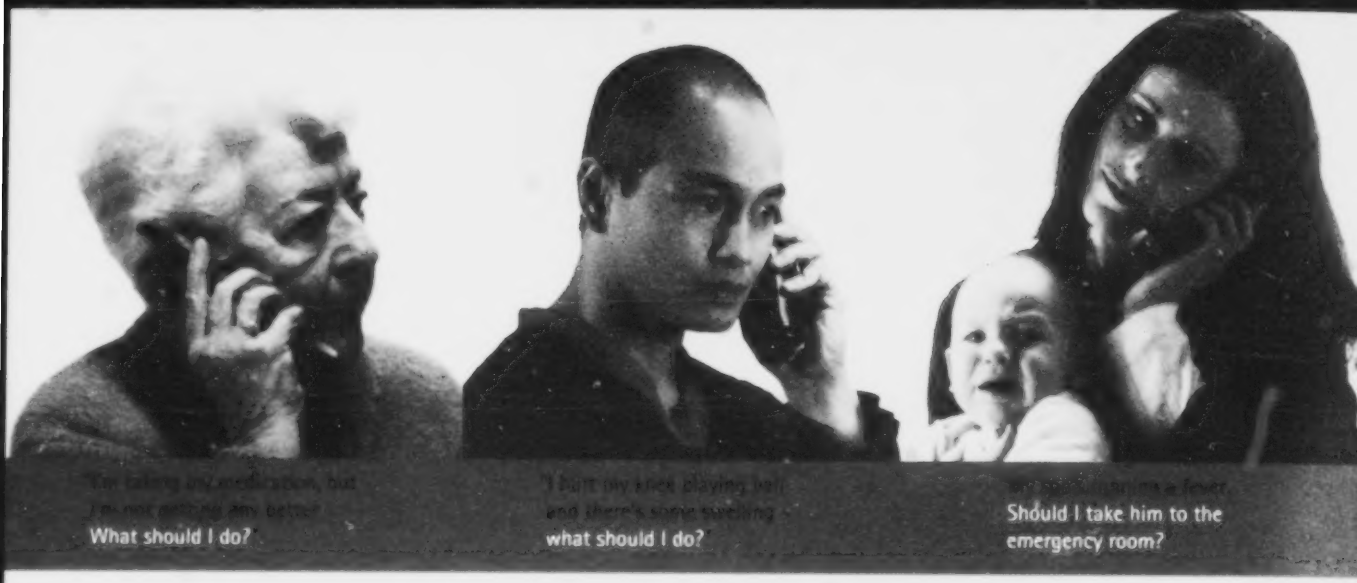
Manitoba Seniors' Guide 2005/2006

Information on a wide range of resources for older Manitobans

Promoting Older Manitobans

Manitoba
Building for the Future



Have a health question?

Call a nurse at Health Links-Info Santé.

24 hours a day. 7 days a week.

Health Links-Info Santé is:

- the easiest way to get answers about common health concerns
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- free of charge everywhere in Manitoba
- for non-emergencies
- available 24 hours a day, 7 days a week
- ready to serve you in over 100 languages
- completely confidential
- a source of more information you can receive by mail, fax or e-mail

"My father is getting confused with his daily chores - he's going to need more help at home. What is available?"

Sandra, 45

"The doctor says my cholesterol's too high, and I'm risking a heart attack. Is there a heart and stroke program in my area?"

Ken, 60

"I've got a horrible headache and things look blurry. Is this normal - what should I do?"

Sylvie, 16

Health Links-Info Santé:

providing quality primary health care information for all Manitobans.

In Winnipeg, call 788-8200

In Manitoba, call toll-free 1-888-315-9257

infohealth preventing illness and injury in Manitoba

Manitoba
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105-06185/

Minister's Message

Our government recognizes the importance of providing useful information to Manitobans. Knowing about the many resources and services available in our province can help us all make well-informed decisions and better choices. The publication of the *Manitoba Seniors' Guide* is one way we are sharing this information with older Manitobans, their families, caregivers and seniors' organizations.

I am pleased, in my new role as Minister responsible for Seniors, to congratulate the Manitoba Council on Aging (MCA) for producing this excellent guide. I also thank council for providing us with advice and positive direction for older Manitobans. The MCA is an integral part of government planning and we value their efforts highly.

To meet the diverse needs of our aging population, the Manitoba Seniors Directorate has been re-established as the "Manitoba Seniors and Healthy Aging Secretariat." The work will continue, focused on creating an environment that promotes health, independence and well-being for Manitoba seniors. In addition, MCA and the Secretariat will continue to work together addressing issues and building healthy communities through the *Advancing Age: Promoting Older Manitobans* strategy.

The *Manitoba Seniors' Guide* is an excellent source of information about health care services, housing, financial aid, legal rights, fitness centres and much more. I hope you find it helpful.

Theresa Oswald
Minister responsible for Seniors

Greetings

The *Manitoba Seniors' Guide* is a valuable resource that provides a wealth of information designed to encourage active living and support choices older adults make to maintain their health. The guide is an excellent example of what can result when government departments and key stakeholders work together for the better health and well-being of Manitobans. Manitoba Health recognizes the importance of staying informed about the services and programs available in our province.

Manitoba Health is committed to delivering timely access to the right health services—when and where they are needed. We are also working to strengthen primary health through well-women clinics, nurse practitioners and the creation of Health-Links/Info Santé—a call centre that offers advice and information on health concerns. By strengthening primary health care, Manitoba Health is ensuring health services and care providers are organized and available to seniors not only in the event of illness but also to promote health and well-being.

I commend the Manitoba Council on Aging for producing this resource that helps Manitoba's seniors make well-informed choices. By working together on projects like this, we can continue to address health challenges and better meet the needs of all our citizens.

Tim Sale
Minister, Manitoba Health

The Manitoba Council on Aging wishes to express appreciation to the staff of the Seniors and Healthy Aging Secretariat, and all those involved in the production of the latest edition of the *Manitoba Seniors' Guide*. Current, comprehensive information about the resources and services available to seniors is presented throughout the guide. We are pleased to have published the Guide through the support of the Minister responsible for Seniors and the Minister of Health.

Manitoba seniors are fortunate to have so many excellent services available to them. Both the professionals and the volunteers who work to provide these resources are committed to enabling all seniors to participate fully in their communities. To accomplish this goal, I believe we must all see the challenges as well as the obstacles, the potential as well as the problems that come with age. We need to value the many gifts that our elders can bring to our society.

The Manitoba Council on Aging is pleased to work with Theresa Oswald, Minister responsible for Seniors, to continue our joint efforts to create a vision of aging which is both positive and dynamic.

We know that successful aging requires being engaged with life and so I encourage each of you to become involved in the rewarding work of making your community a place of hope and of promise for all seniors. We welcome your feedback and suggestions to help us continue to produce a guide that meets the needs of seniors in our community. Please feel free to contact us at 945-6565 or 1-800-665-6565 with your comments. Your continuing participation helps to make this publication a success.

Norma Drosdowech

Norma Drosdowech
Chair, Manitoba Council on Aging

Manitoba Seniors and Healthy Aging Secretariat

The work of the former Manitoba Seniors Directorate will be continued within the newly-named Manitoba Seniors and Healthy Aging Secretariat.

The Secretariat continues to be a central point of contact within government for seniors, their families and seniors organizations. As well, the Secretariat maintains a focus on program and policy delivery across departments to improve access to public services.

For information on the Manitoba Seniors and Healthy Aging Secretariat, contact us at:
Seniors Information Line: 945-6565
Outside Winnipeg: 1-800-665-6565
Fax: 948-2514
E-mail: seniors@gov.mb.ca
Website: www.gov.mb.ca/sd

Seniors Abuse Line

The Seniors Abuse Line is a confidential information service aimed at providing seniors, family members, professionals, and others with a one-stop information resource on elder abuse. The abuse line staff provide information on community resources and support services available throughout Manitoba.

For more information, contact:
Seniors Abuse Line: 945-1884
Outside Winnipeg: 1-888-896-7183

Manitoba Council on Aging

The Manitoba Council on Aging serves in an advisory capacity to the Minister responsible for Seniors. The Council ensures that a senior's perspective is reflected in government programs and policies that relate to seniors.

For information on the Manitoba Council on Aging, contact:
In Winnipeg: 945-2127
Outside Winnipeg: 1-800-665-6565

Advancing Age: Promoting Older Manitobans

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INFORMATION

Manitoba Council on Aging

The Manitoba Council on Aging serves in an advisory capacity to the Minister responsible for Seniors. The Council ensures that a senior's perspective is reflected in government programs and policies that relate to seniors.

Council's responsibilities include:

- identifying areas of opportunity for government in adapting programs, policies, and services to accommodate the age structures of Manitoba's population;
- increasing public awareness and understanding of the aging process and its implications for all age groups in Manitoba;
- reviewing and providing recommendations on projects, programs, proposals and legislation to better reflect seniors' changing needs, issues and concerns as referred by the Minister; and
- providing an opportunity for dialogue through appropriate meetings with relevant organizations, groups and individuals to fulfil its mandate.

For further information about the Manitoba Council on Aging, call or write to:

Manitoba Council on Aging
822 – 155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: 945-2127
Toll-free: 1-800-665-6565

Manitoba Seniors and Healthy Aging Secretariat

The Manitoba Seniors and Healthy Aging Secretariat provides support to the Minister responsible for Seniors to ensure the needs and concerns of seniors are reflected through a co-ordinated and comprehensive framework of legislation, public policy and programs.

It provides a central source of information and referral for seniors and their families, seniors' organizations and government departments. The Secretariat coordinates a multidisciplinary approach to addressing elder abuse; develops partnerships with other government departments, community groups and the private sector; and provides policy and administrative support to the Council on Aging in the exploration of aging issues. The Secretariat works with all departments to create an environment within the Province of Manitoba that promotes health, independence and well-being of all Manitoba seniors.

For more information contact:

Manitoba Seniors and Healthy Aging Secretariat
822 – 155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: 945-2127
Toll-free: 1-800-665-6565
Fax: 948-2514
E-mail: seniors@gov.mb.ca
Website: www.gov.mb.ca/sd

Seniors Information Line

The Seniors Information Line provides seniors and their families with quick and easy access to information about seniors' programs and services. The Seniors Information Line enables callers to have concerns and questions handled promptly by the Manitoba Seniors and Healthy Aging Secretariat.

In Winnipeg: 945-6565
Toll-free: 1-800-665-6565

Seniors Abuse Line

The Seniors Abuse Line is a confidential information service aimed at providing seniors, family members, professionals, and others with a one-stop information resource on elder abuse. The abuse line staff provide information on community resources and support services that are available throughout Manitoba. An elder abuse consultant is also available to provide education and training,

and to assist communities to ensure that services and supports are coordinated and available to abused older persons. For more information, contact:

Seniors Abuse Line
Phone: 945-1884
Toll-free: 1-888-896-7183

Manitoba Government Inquiry

Have you ever wanted to contact the provincial government, but weren't sure where to direct your inquiry? Manitoba Government Inquiry, the Government of Manitoba's bilingual information and referral service will help you identify and access which provincial program or service you need.

To access provincial government services, contact Manitoba Government Inquiry at:

Phone: 945-3744
Fax: (204) 945-4261
Toll-free in Manitoba:
1-866-MANITOBA
(1-866-626-4862)
Telecommunications Device for the Deaf: 945-4796
E-mail: mgi@gov.mb.ca
Website:
www.gov.mb.ca/contact.html
Hours:
Monday–Friday
8:00 a.m.–4:30 p.m.

233-ALLÔ, centre d'information

The 233-ALLÔ is an information centre that offers services and information to anyone interested in the Francophone community in Manitoba. It also specializes in employment services and information for Francophones 55 and over.

233-ALLÔ, centre d'information
#215 – 383 Provencher Blvd.
St. Boniface (MB) R2H 0G9
Phone: 233-ALLÔ (2556)
Toll-free: 1-800-665-4443
Fax: 233-1017
E-mail: 233allo@sfm-mb.ca
Website: www.sfm-mb.ca

CONTACT Community Information

CONTACT Community Information is a community information referral service, which refers Manitobans to social services and programs available through health, educational, cultural and recreational resources in the province of Manitoba.

CONTACT operates a free, confidential inquiry line Monday to Friday, 9:00 a.m.–4:30 p.m., publishes Community Resource Guides containing information on community organizations and programs, and provides the same community service information via their website.

CONTACT Community Information
Suite 410, 5 Donald Street S.
Winnipeg, MB R3L 2T4
Phone: (204) 287-8827
Toll-free: 1-866-266-4636
Fax: (204) 287-8785
E-mail: projectvcw@mts.net
Website: www.contactmb.org

Congratulatory Messages

The Greetings Branch of the Manitoba Legislative Assembly is the central office for all congratulatory messages.

Contact the Greetings Branch for information about which birthdays and anniversaries are eligible to receive congratulatory messages.

Province of Manitoba
Greetings Branch
Room 244, Legislative Building
450 Broadway
Winnipeg, MB R3C 0V8
Phone: 945-1657
Toll-free: 1-800-282-8069
Fax: 945-1443
E-mail: greeting@leg.gov.mb.ca
Website: www.gov.mb.ca/leg-asmb/greeting/greeting.html

Messages from mayors and reeves may be arranged by contacting their respective offices. Religious messages may be arranged through your local clergy. The Greetings Branch supplies phone numbers for messages from the Pope.

Archives of Manitoba

The Archives of Manitoba holds records from the courts, many provincial government programs, local governments, school authorities, and religious organizations, which may be helpful in establishing proof of age for obtaining social and financial benefits or for searching family history. The Archives also has extensive records in various media donated by indi-

viduals, businesses and organizations from Manitoba's earliest days, including records of the Hudson's Bay Company dating back to the year 1670.

Archives of Manitoba
200 Vaughan Street
Winnipeg, MB R3C 1T5
Phone: 945-3971
Toll-free: 1-800-617-3588
Fax: 948-2008
Website:
www.gov.mb.ca/archives

Library Services

Manitoba Legislative Library

The library holds extensive collections of books, government publications and journals, emphasizing subject areas such as political and social sciences, economics, public administration and management, law and legislation, and Manitoba history.

The Legislative Library operates two locations where members of the Legislative Assembly, Manitoba government personnel and the general public may access its resources and services.

Main Library
200 Vaughan Street
Winnipeg, MB R3C 1T5
Phone: 945-4330
Fax: 948-1312
E-mail:
legislative_library@gov.mb.ca
Website: www.gov.mb.ca/chc/leg-lib/index.html

Legislative Reading Room
Room 260, Legislative Building
450 Broadway
Winnipeg, MB R3C 0V8
Phone: 945-4243
Fax: 948-2167
E-mail: reading@leg.gov.mb.ca

Other Library Services

Public Libraries are lending libraries offering books, magazines, multilingual materials, CD-ROMS, Internet access, talking books, large print books, audio visual materials, phone-in or online reference, homebound delivery and many other services.

In Winnipeg
Winnipeg Public Library
Phone: 986-6450
E-mail: wpl-info@winnipeg.ca
Website:
www.winnipeg.ca/library
TTY: 986-3485
Fax: 986-4072

Outside Winnipeg
Public Library Services
Toll-free: 1-800-252-9998
Fax: (204) 726-6868
E-mail: pls@gov.mb.ca

The Metis Culture and Heritage Resource Centre

The Metis Culture and Heritage Resource Centre has a Metis genealogy service, culture and history-based non-lending library, which is open to those who are interested in coming down for a visit. For more information, contact:

The Metis Culture and Heritage Resource Centre
506 – 63 Albert Street
Winnipeg, MB R3B 1G4
Phone: 956-7767
E-mail: metisrc@mb.sympatico.ca
Website:
www.metisresourcecentre.mb.ca

Travel Information

Routes to Learning

Learning travel programs, including Elderhostel programs in Canada and overseas.

Routes to Learning Canada
4 Cataraqui Street
Kingston, ON K7K 1Z7
Toll-free: 1-866-745-1690
Fax: 1-613-530-2096
E-mail:
information@routestolearning.ca
Website:
www.routestolearning.ca

Tourist Information Services

Travel Manitoba Centre
21 Forks Market Road
Winnipeg, MB R3C 4T7
Phone: 945-3777
Toll-free: 1-800-665-0040
Across North America
Website:
www.travelmanitoba.com

Heritage Information

There are two publications available at the Historic Resources Branch that can provide information on provincial and municipal heritage sites:

- Manitoba Heritage Site Designations,
- Heritage Building Grants, Manitoba

For more information, contact:

Manitoba Culture, Heritage and Tourism
Historic Resources Branch
Main Floor,
213 Notre Dame Avenue
Winnipeg, MB R3B 1N3

Phone: 945-2118
Toll-free: 1-800-282-8069
Fax: 948-2384
E-mail: jwachs@gov.mb.ca
Website:
www.gov.mb.ca/chc/hrb

Research

Centre on Aging

The Centre on Aging is a multidisciplinary research centre at the University of Manitoba. Its purpose is to conduct and stimulate research on all aspects of aging, as well as provide a focus for university and other regional research activities in this field.

The Centre on Aging publishes a newsletter (available on request) and sponsors lectures and seminars. It hosts an annual spring research symposium to promote a dialogue on various aspects of aging. For further information, contact:

Centre on Aging
338 Isbister Building
University of Manitoba
Winnipeg, MB R3T 2N2
Phone: 474-8754
Toll-free: 1-800-432-1960
ext. 8754
Fax: 474-7576
E-mail: aging@umanitoba.ca
Website: www.umanitoba.ca/centres/aging

Manitoba Association on Gerontology

The Manitoba Association on Gerontology (MAG) offers a means for individuals from a variety of disciplines to meet and address common issues in the field of gerontology. Educational forums are held throughout the year co-facilitated by various health, social and recreational facilities. Opportunities to learn more about current events and resources for older adults are available through the forums, a quarterly newsletter and e-mail correspondence.

Manitoba Association on Gerontology
Box 1833
Winnipeg, MB R3C 3R1
Phone: 783-8389
(to leave messages only)

Newspapers

Manitoba Society of Seniors Journal "Fifty and Beyond"

The *Manitoba Society of Seniors Journal, "Fifty and Beyond,"* is published monthly for members of MSOS. The Journal covers issues and information of interest to adults age 50 plus. There is a free Community Calendar section available for any groups to advertise upcoming events. The Community Calendar is filled on a "first-come-first-serve" basis. Submissions and inquiries are welcome and may be sent c/o The Editor:

MSOS Journal, Fifty and Beyond
202 – 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 942-3147
Toll-free: 1-800-561-6767
Fax: 943-1290
E-mail: msos@msos.mb.ca

The Prime Times News

The Prime Times News is published on the 1st and 15th of each month. The newspaper is dedicated to informing, serving and entertaining Manitobans aged 50 and over. For information, call:

The Prime Times News
202 – 63 Albert Street
Winnipeg, MB R3B 1G4
Phone: 949-4810
Fax: 949-4818
E-mail:
prime.editorial@uptownmag.com

Senior Scope

Senior Scope, a free publication, is distributed throughout Winnipeg and rural Manitoba providing useful and entertaining information. Read feature stories of local inspiring seniors, win great prizes, discover ways to be active, and find discounts and more. Available at senior complexes, senior centres, The Forks, libraries, hospitals, Sobeys, etc., or by subscription.

Senior Scope
Box 1806
Stonewall, MB R0C 2Z0
Phone: 467-9000
Fax: 467-7096
E-mail: seniorscope@yahoo.ca
Website: www.seniorscope.com

Seniors Organizations

Manitoba Society of Seniors Inc.

Manitoba Society of Seniors Inc. (MSOS) is a charitable non-profit and non-partisan organization established in 1979 to voice the interests and concerns of older Manitobans. MSOS represents the views of older Manitobans with government, the media, business and employer groups. In addition, MSOS works to promote a positive image of older adults and to encourage a healthy, active lifestyle.

MSOS members pay an annual fee of $20 ($30 for a household). In return the members receive a number of valuable benefits including free personal income tax preparation, the monthly *Manitoba Society of Seniors Journal, Fifty and Beyond*, as well as recreation and travel discounts. MSOS is also the organizer of the MSOS 55-Plus Games, which are held in a different Manitoba community every June. For more information contact:

Manitoba Society of Seniors
202 – 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 942-3147 in Winnipeg
Toll-free: 1-800-561-6767 outside Winnipeg
E-mail: membership@msos.mb.ca
Website: www.msos.mb.ca

La Fédération des aînés franco-manitobains inc.

La Fédération des aînés franco-manitobains inc. represents and protects the interests of Francophones aged 55 years and over while contributing to the development of the community. Primary actions are lobbying, communication, promotion, and community development.

La Fédération des aînés franco-manitobains inc.
212 – 383 Provencher Blvd.
St. Boniface, MB R2H 0G9
Phone: 235-0670
Toll-free: 1-800-665-4443
Fax: 233-1017
E-mail: fafm@franco-manitobain.org

Creative Retirement Manitoba

Creative Retirement Manitoba promotes the health and well-being of individuals and communities through developing and offering innovative learning opportunities with and for older persons.

Programs include:

- Courses (fitness and health, humanities and social sciences, music and art, personal development, computers and technology)
- Students and Seniors Together (senior volunteers in schools)
- Retirement preparation
- Public education on seniors and aging
- Leisure time activities and special events
- Seniors Resource Network website management (http://seniors.cimnet.ca)

Creative Retirement Manitoba
270 Sherbrook Street
Winnipeg, MB R3C 2B9
Phone: 949-2565
E-mail: denesiuk@crm.mb.ca
Website: www.seniorscan.ca

Senior Centres

Multipurpose Senior Centres are a community focal point where older adults, as individuals and in groups, come together for services and programs that maintain and improve health and quality of life; support personal independence; and encourages involvement in community life. The Centres offer accessible and affordable programs and services such as: fitness and exercise programs, leadership development, health promotion, illness prevention, social, recreational, cultural, and educational programming, volunteer opportunities, nutrition, advocacy, counselling, legal advice, information and referral, support groups and other support services. Centres also serve as community resources for information on aging.

Age and Opportunity

Age and Opportunity operates five senior centres in Winnipeg, which provide a variety of health-related, educational, recreational programs and on-site social work counselling. Other services include resources for caregivers, retirement planning, legal assistance and Friendly Visiting Services. For more information, contact:

Age and Opportunity
200 – 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440
E-mail:
info@ageopportunity.mb.ca
Website:
www.ageopportunity.mb.ca

Age and Opportunity Senior Centres

NorWin 55+ Active Living Centre
817 Main Street
Winnipeg, MB R2W 5J2
Phone: 942-7486

St. Vital/St. Boniface Senior Centre
254 Lakewood Blvd.
Winnipeg, MB R2J 3A2
Phone: 956-5734

Smith Street Senior Centre
2nd Floor – 185 Smith Street
Winnipeg, MB R3C 3G4
Phone: 956-6480

Stradbrook Senior Centre
400 Stradbrook Avenue
Winnipeg, MB R3L 2P8
Phone: 956-6490

West End Senior Centre
644 Burnell Street
Winnipeg, MB R3G 2B7
Phone: 772-9581

Other Winnipeg Senior Centres

Aboriginal Seniors Resource Centre of Winnipeg, Inc.
Unit 4 – 100 Robinson Street
Winnipeg, MB R2W 5M8
Phone: 586-4595
Fax: 586-3283
E-mail: asrcwpg@mts.net

Charleswood Senior Centre, Inc.
Room 5, Royal School
450 Laxdal Road
Winnipeg, MB R3R 0W4
Phone/Fax: 897-5263
E-mail: seniors@pembinatrails.ca
Website: www.seniors.cimnet.ca

Charleswood Senior Centre, Inc.
(Satellite Office)
Municipal Building
5006 Roblin Blvd.
Winnipeg, MB R3R 0G7
Phone/Fax: 832-6527
E-mail: cwsenior@mts.net

Good Neighbours Senior Centre
755 Henderson Highway
Winnipeg, MB R2K 2K5
Phone: 669-1710
Fax: 661-0750
E-mail: gnsc@mts.net

Gwen Secter Creative Living Centre
1588 Main Street
Winnipeg, MB R2V 1Y3
Phone: 339-1701
Fax: 334-3779
E-mail: gwensecter@shaw.ca
Website:
http://members.shaw.ca/gwensecter/

St. James/Assiniboia Senior Centre Inc.
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 987-8850
Fax: 987-8856
E-mail: kpirnie@stjasc.mb.ca
Website:
http://communities.msn.com/StJamesAssiniboiaSeniorCentre

Rady JCC 55+ Programming
Rose & Max Rady Jewish Community Centre
B100 – 123 Doncaster Street
Winnipeg, MB R3N 2B3
Phone: 477-7545
Fax: 477-7530
E-mail:
stelke@aspercampus.mb.ca

Rural Senior Centres

Prairie Oasis Senior Centre
241 – 8th Street
Brandon, MB R7A 3X2
Phone: 727-6641
Fax: 725-0669

Seniors for Seniors Co-op Inc.
311 Park Avenue East
Brandon, MB R7A 7A4
Phone: 571-2050
Fax: 726-4691
E-mail: sfors@westman.wave.ca

Dauphin Multi-Purpose Senior Centre
55 – 1st Avenue South East
Dauphin, MB R7N 2A2
Phone: 638-6485
Fax: 638-6874
E-mail: dsc_admin@mts.net or dsc_progs@mts.net

Gimli New Horizons 55+ Centre
Box 1821
Gimli, MB R0C 1B0
Phone: 642-7909
Fax: 642-5156

Morden Friendship and Seniors Services and Activity Centre Inc.
306 North Railway Street
Morden, MB R6M 1S7
Phone: 822-3555
Fax: 822-4822
E-mail: plplett@mts.net

Herman Prior Senior Services Centre Inc.
40 Royal Road North
Portage la Prairie, MB R1N 1V1
Phone: 857-6951
Fax: 857-6743
Website: www.crm.mb.ca/snrsclub/mbc/hermprio.html

Gordon Howard Senior Centre
384 Eveline Street
Selkirk, MB R1A 1N3
Phone: 785-2092
Fax: 785-2095

Steinbach 55 Plus (Serving Seniors Inc.)
10 Chrysler Gate
Steinbach, MB R5G 2E6
Phone: 320-4600
Fax: 320-9098
E-mail: ssinc@mts.net
Website:
www.cityofsteinbach.com/servingseniors/55plus.shtml

South interlake 55+ Inc.
Box 309, 5 Keith Cosens Dr.
Stonewall, MB R0C 2Z0
Phone: 467-2582
Fax: 467-2647
E-mail: si55plus@mts.net

Winkler and District Multi-Purpose Senior Centre Inc.
Box 653
394 – 6th Street
Winkler, MB R6W 4A8
Phone: 325-8964
Fax: 325-8984
E-mail: wsc@valleycable.com

Circle of Life Thunderbird House

Thunderbird House is the outcome of a dynamic community vision and one part of a broader development called Neeginan ("our place"). The Thunderbird House offers various programs and services such as Powwow instruction, traditional dancing, chanting, drumming, and Women's group. Family and individual counselling is also available. Other Workshops and Special Programs are offered on a regular basis. All people and cultures are invited to share in the programs offered. For further information, contact:

Circle of Life Thunderbird House
715 Main Street
Winnipeg, MB R3B 3N7
Phone: 940-4240
Fax: 940-4243
E-mail:
thunderbirdhouse2@shawbiz.ca

Community Seniors Resource Councils (Support Services to Seniors)

Many communities, in an effort to assist seniors to remain living independently as long as possible, have established community resource councils. The councils act as a point of access for information and referral, as well as identify and develop new services needed for seniors at the local level. These services may include:

- congregate meals
- friendly visitors
- yard and home maintenance
- escorted transportation
- safety checks (daily hello)
- emergency response information kit (E.R.I.K.)
- advocacy

For more information, contact the community resource council nearest you.

Assiniboine Region

Seniors Independent Services
Box 97
Baldur, MB R0K 0B0
Phone: 535-2538
Fax: 535-2215

Seniors Independent Services
Box 297
Belmont, MB R0K 0C0
Phone/Fax: 537-2642

Seniors Services of Banner County Inc.
P.O. Box 131
Binscarth, MB R0J 0G0
Phone: 532-2134
Fax: 532-2468

Services for Seniors – Birtle
Box 419
Birtle, MB R0M 0C0
Phone: 842-3460

Services for Seniors of Turtle Mountain Area Inc.
Box 962
Boissevain, MB R0K 0E0
Phone: 534-6816

Carberry Plains Services for Seniors
Box 597
Carberry, MB R0K 0H0
Phone: 834-3310
Fax: 834-2795

Seniors Services of Roblin-Cartwright
Box 275
Cartwright, MB R0K 0L0
Phone: 529-2590

Seniors Outreach Services of Bren-Win Inc.
Box 392
Deloraine, MB R0M 0M0
Phone: 747-3283
Fax: 747-2883

Seniors Access to Independent Living Inc. – SAIL
Box 70
Elkhorn, MB R0M 0N0
Phone: 845-2011
Fax: 845-2371

Erickson-Onanole Services to Seniors
Box 97
Erickson, MB R0J 0P0
Phone: 636-7895
Fax: 636-2516

Support Services to Seniors, Foxwarren
Box 44
Foxwarren, MB R0J 0R0
Phone: 847-2080
Fax: 847-2069

Seniors Independent Services
Box 639
Glenboro, MB R0K 0X0
Phone: 827-2703
Fax: 827-2703

Helping Hands for Glenella Districts Inc.
General Delivery
Glenella, MB R0J 0V0
Phone: 352-2248

Hamiota Seniors Council Inc.
Box 671
Hamiota, MB R0M 0T0
Phone: 764-2658
Fax: 764-2049

Seniors Organized Services of Souris Valley Inc. – SOS
Box 428
Hartney, MB R0M 0X0
Phone: 858-2597
Fax: 858-2166

MILES for Seniors – Maintaining Independent Living with Extended Services for Seniors
Box 40
Holland, MB R0G 0X0
Phone: 526-2249
Fax: 526-2028

Woodworth Seniors Services
Box 163
Kenton, MB R0M 0Z0
Phone: 838-2169
Fax: 838-2000

Share Our Services – SOS
c/o Tri-Lake Health Centre
Box 5000
Killarney, MB R0K 1G0
Phone: 523-3213
Fax: 523-8948

Senior Services of Antler River
Box 413
Melita, MB R0M 1L0
Phone: 522-8466
Fax: 522-3161

Miniota Municipal Services to Seniors
Box 213
Miniota, MB R0M 1M0
Phone: 567-3625
Fax: 567-3807

Minnedosa and District Services to Seniors
Box 1844
Minnedosa, MB R0J 1E0
Phone/Fax: 867-5190

Home Assistance in Neepawa and District Inc. – HAND
Box 1852
Neepawa, MB R0J 1H0
Phone: 476-2009
Fax: 476-2188

Senior Services of Antler River
Box 185
Pierson, MB R0M 1S0
Phone: 634-2332

Senior Services of Rivers-Rapid City and District Inc.
Box 215
Rapid City, MB R0K 1W0
Phone: 826-2732

Seniors Helping Hand of Alstone Inc.
Box 384
Reston, MB R0M 1X0
Phone: 877-3920

Senior Services of Rivers-Rapid City and District Inc.
Box 809
Rivers, MB R0K 1X0
Phone: 328-7901

Rossburn and District Service for Seniors
P.O. Box 418
Rossburn, MB R0J 1V0
Phone/Fax: 859-2720

Seniors Services of Banner County Inc.
Box 1073
Russell, MB R0J 1W0
Phone/Fax: 773-2316

Services for Seniors
Box 57
St. Lazare, MB R0M 1Y0
Phone: 683-2356

Senior Services of Prairie-Parkland Inc.
Box 543
Shoal Lake, MB R0J 1Z0
Phone/Fax: 759-2195

Seniors Organized Services of Souris Valley Inc. – SOS
Box 951
Souris, MB R0K 2C0
Phone: 483-3106
Fax: 483-3106

Senior Services of Prairie-Parkland Inc.
Box 116
Strathclair, MB R0J 2C0
Phone/Fax: 365-2012

Seniors Access to Independent Living Inc. – SAIL
Box 1984
Virden, MB R0M 2C0
Phone: 748-2323
Fax: 748-2053

Seniors Outreach Services of Bren-Win Inc.
Box 104
Waskada, MB R0M 2E0
Phone: 673-2534

Seniors Independent Services – SIS
Box 413
Wawanesa, MB R0K 2G0
Phone: 824-2670
Fax: 824-2133

Brandon Region

Brandon Civic Senior Citizens Inc.
241 – 8th Street
Brandon, MB R7A 3X2
Phone: 727-6641
Fax: 725-0669

Seniors for Seniors Co-op Inc.
311 Park Avenue East
Brandon, MB R7A 7A4
Phone: 571-2053
Fax: 726-4691
E-mail: sfors@westman.wave.ca

Burntwood Region

Thompson Seniors Resource Council
424 Westwood Drive
Thompson, MB R8N 0G9
Phone: 677-9676
Fax: 677-9990

(North) Central Region

Cartier Senior Citizens Support Inc.
Box 215
Elie, MB R0H 0H0
Phone: 353-2470
Fax: 353-5825

Gladstone Area Seniors Support Program
Box 757
Gladstone, MB R0J 0T0
Phone: 385-3026
E-mail: gassp@mb.sympatico.ca

Headingley Senior Services Incorporated
5353 Portage Avenue
Headingley, MB R4H 1J9
Phone: 889-3132, ext. 3
Fax: 831-0816

MacGregor-Austin Senior Support Program
Box 717
MacGregor, MB R0H 0R0
Phone: 685-2083
Fax: 685-2983

Plumas Senior Citizens Inc.
Box 233
Plumas, MB R0J 1P0
Phone: 386-2029

Portage Service for Seniors Inc.
1643 Saskatchewan Avenue W.
Portage la Prairie, MB R1N 0R4
Phone: 239-6312 or 239-1453
Fax: 857-9080
E-mail: psfs@mts.net

(South) Central Region

Pembina Community Resource Council
Box 129
Manitou, MB R0G 1G0
Phone: 242-2744
Fax: 242-3062
E-mail: pcrc@mb.sympatico.ca

Morden Services for Seniors Inc.
306 North Railway Street
Morden, MB R6M 1S7
Phone/Fax: 822-5663
E-mail:
servicesforseniors@mts.net

Louise Community Services
Box 232
Pilot Mound, MB R0G 1P0
Phone: 825-2443
Fax: 825-2176
E-mail: louisecs@mts.net

Winkler and District Multi-Purpose Senior Centre Inc.
Box 653
Winkler, MB R6W 4A8
Phone: 325-8964
Fax: 325-8984
E-mail: wsc@valleycable.com

(East) Central Region

Rhineland C.A.R.E. Inc.
Box 697
Altona, MB R0G 0B0
Phone: 324-1528
Fax: 324-5694
E-mail: ann_nikkel@hotmail.com

Morris Area Senior Services
Box 997
Morris, MB R0G 1K0
Phone: 746-6336
Fax: 746-8299

Services aux Aînés Montcalm
Box 160
St. Jean Baptiste, MB R0G 2B0
Phone: 758-3357

(West) Central Region

Carman Community Seniors Resource Council
Box 2142
Carman, MB R0G 0J0
Phone: 745-6611
Fax: 745-6611
E-mail: carmanseniors@mts.net

Ensemble Chez Nous
55, rue Rodgers
Notre Dame de Lourdes, MB R0G 1M0
Phone: 248-2515
Fax: 248-2049

Lorne Community Support Services
Box 40
Swan Lake, MB R0G 2S0
Phone: 836-2585
Fax: 836-2701

(North) Eastman Region

Brokenhead Outreach for Seniors Inc.
Box 550
Beausejour, MB R0E 0C0
Phone: 268-7470
Fax: 268-4399
E-mail: seniors@granite.mb.ca

Two Rivers Seniors Resource Council Inc.
Box 1030
Lac du Bonnet, MB R0E 1A0
Phone: 345-1227
Fax: 345-8609
E-mail: tworiver@granite.mb.ca

Springfield Services to Seniors
Box 100 – 689 Main Street
Oakbank, MB R0E 1J1
Phone: 444-6128
Fax: 444-7851
E-mail: kinplace@mts.net

Winnipeg River Senior Service Inc.
Box 1109
Pine Falls, MB R0E 1M0
Phone: 367-9128
Fax: 367-8981
E-mail: wrss@mb.sympatico.ca

Helping East Lake People Centre Inc. (H.E.L.P. Centre)
Box 2
Traverse Bay, MB R0E 2A0
Phone: 756-6471
Fax: 756-3087
E-mail: ebhelpc@granite.mb.ca

Two Rivers Seniors Resource Council Inc.
Box 160
Whitemouth, MB R0E 2G0
Phone: 348-4610
Fax: 348-7911
E-mail: wmrivers@granite.mb.ca

(South) Eastman Region

Franklin Senior Services
Box 66
Dominion City, MB R0A 0H0
Phone: 427-2557
Fax: 427-2224
E-mail: waltersb@mts.net

Niverville Senior Services
Box 14
Niverville, MB R0A 1E0
Phone: 388-9945
Fax: 388-6110

R.M. of De Salaberry Seniors Resource Program
Box 187
St. Malo, MB R0A 1T0
Phone: 347-5652
Fax: 347-5901
E-mail: crem@escape.ca

Senior Service pour Aînées
Box 252
St. Pierre-Jolys, MB R0A 1V0
Phone: 433-3276
Fax: 433-3884
E-mail: morrissette@hotmail.com

LGD of Piney Community Resource Council Inc.
Box 24
South Junction, MB R0A 1Y0
Phone/Fax: 437-2604

Serving Seniors Inc.
10 Chrysler Gate
Steinbach, MB R5G 2E6
Phone: 320-4604
Fax: 320-9098
E-mail:
servingseniors@hotmail.com

Vita and District Resource Council Inc.
Box 361
Vita, MB R0A 2K0
Phone: 425-3701
Fax: 425-7975
E-mail: vdrc@escape.ca

The following have tenant resource coordinators for their complex only:

Villa Youville Inc.
Ste. Anne, MB
Phone: 422-5624 ext. 236
Fax: 422-5842
E-mail:
ademarcke@sehealth.mb.ca

Fernwood Place (Steinbach Housing Inc.)
Steinbach, MB
Phone: 326-2547
Fax: 346-0410

Woodhaven Manor (Rest Haven Care Services)
Steinbach, MB
Phone: 371-1721
Fax: 346-0386

Parkview Complex (Rest Haven Care Services)
Steinbach, MB
Phone: 371-1721

Interlake Region

Arborg and District Seniors Resource Council
Box 935
Arborg, MB R0C 0A0
Phone: 376-3494
Fax: 376-5379

Living Independence for Elders – LIFE
43 Railway Avenue, Box 684
Ashern, MB R0C 0E0
Phone: 768-2187
Fax: 768-2961
E-mail: lifeash@mts.net

Eriksdale Community Resource Council Inc.
Box 382
Eriksdale, MB R0C 0W0
Phone: 739-2697
Fax: 739-2073

Fisher Branch Seniors Resource Council
Box 557
Fisher Branch, MB R0C 0Z0
Phone: 372-7315
Fax: 372-8710

Gimli Seniors Resource Council Inc.
Box 1928
Gimli, MB R0C 1B0
Phone: 642-7297
Fax: 642-4604
E-mail: gsrc@escape.ca

Lundar Community Resource Council
Box 430
Lundar, MB R0C 1Y0
Phone: 762-5378
Fax: 762-5177

Riverton Seniors Resource Program
Box 250
Riverton, MB R0C 2R0
Phone: 378-2281
Fax: 378-5616

St. Laurent Senior Resource Council Inc.
Box 308
St. Laurent, MB R0C 2S0
Phone: 646-2504, ext. 227
Fax: 646-2394
E-mail: stlsrc@mts.net

Gordon Howard Support Services
384 Eveline Street
Selkirk, MB R1A 1N3
Phone: 785-2737
Fax: 785-2095

South Interlake Seniors Resource Council Inc.
Box 36, 5 Keith Cosens Dr.
Stonewall, MB R0C 2Z0
Phone: 467-2719
Fax: 467-2647
E-mail: sisrc@mts.net

Teulon and District Seniors Resource Council
Box 418
Teulon, MB R0C 3B0
Phone: 886-2570
Fax: 886-2778
E-mail: tdsrc@escape.ca

Parkland Region

Dauphin Multi-Purpose Senior Centre Inc.
Community & Tenant
Resource Programs
55 – 1st Avenue S.E.
Dauphin, MB R7N 2A2
Phone: 638-6485
Fax: 638-6874
E-mail: dsc_crc@mts.net

Gilbert Plains and District Community Resource Council Inc.
Box 567
Gilbert Plains, MB R0L 0X0
Phone: 548-4131

Grandview and District Community Resource Council Inc.
Box 235
Grandview, MB R0L 0Y0
Phone: 546-2085
Fax: 546-2754
E-mail: gvdrc@mts.net

McCreary People Helping People Inc.
Box 521
McCreary, MB R0J 1B0
Phone: 835-2782
Fax: 835-2713
E-mail: mssts@mts.net

Roblin and District Community Help Centre Inc.
Box 1417
Roblin, MB R0L 1P0
Phone: 937-8276
Fax: 937-8590
E-mail: rdchc@mts.net

Lawrence Resource Council Inc.
Box 41
Rorketon, MB R0L 1R0
Phone: 732-2862
Fax: 732-2557
(call before faxing)

Ste. Rose and District Community Resource Council Inc.
Box 624
Ste. Rose du Lac, MB R0L 1S0
Phone: 447-2478
Fax: 447-2278
E-mail: srrescou@mts.net

Swan River and District Community Resource Council Inc.
Box 2641
Swan River, MB R0L 1Z0
Phone: 734-5707
Fax: 734-4163
E-mail: swandcrc@mts.net

Winnipeg Region

Boni-Vital Council for Seniors
Unit 6 – 845 Dakota Street
Winnipeg, MB R2M 5M3
Phone: 255-2061
Fax: 255-4903
E-mail: bvcsenrs@mts.net

Broadway Seniors Resource Council
319 – 691 Wolseley Avenue
Winnipeg, MB R3G 1C3
Phone: 772-3533
Fax: 775-5835
E-mail: bway@mts.net

Downtown Seniors Resource Council of Winnipeg
425 Elgin Avenue
Winnipeg, MB R3A 1P2
Phone: 956-2566
Fax: 942-7828
E-mail: dsrc@autobahn.mb.ca

Keewatin/Inkster Neighbourhood Resource Council Inc.
97 Keewatin Street
Winnipeg, MB R3E 3J1
Phone: 774-3085
E-mail: bwcrc@mts.net

Middlechurch Community Services
280 Balderstone Road
West St. Paul, MB R4A 4A6
Phone: 336-4126
Fax: 334-2503

Point Douglas Seniors Coalition
817 Main Street
Winnipeg, MB R2W 5J2
Phone: 792-8894
Fax: 589-0554
E-mail: pdouglasseniors@mts.net

River East Council for Seniors
755 Henderson Highway
Winnipeg, MB R2K 2K5
Phone: 667-6812
Fax: 661-0750
E-mail: recs@mts.net

Seven Oaks Senior's Links
1588 Main Street
Winnipeg, MB R2V 1Y3
Phone: 612-3888
Fax: 334-3779
E-mail: sosl@mts.net

South Winnipeg Seniors Resource Council
Room 123 – Day Hospital
Riverview Health Centre
1 Morley Avenue
Winnipeg, MB R3L 2P4
Phone: 478-6169
Fax: 478-6121
E-mail: swsrc@mts.net

St. James/Assiniboia Senior Centre Inc.
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 987-8858
Fax: 987-8856

Transcona Council for Seniors
95 Bournais Drive
Winnipeg, MB R2C 3Z2
Phone: 222-9879
Fax: 222-5774
E-mail: tcscoordinator@prairie.ca

Support and Funding for Seniors Organizations

Skills Programs for Management Volunteers

The Skills Program is designed to enhance the effectiveness of boards and committees of volunteer-based organizations. Printed resources are available. For more information, contact:

Manitoba Culture, Heritage and Tourism
6th floor
213 Notre Dame Avenue
Winnipeg, MB R3B 1N3
Phone: 945-3766
Fax: 945-1684
E-mail: rrs@gov.mb.ca

If you live outside Winnipeg, contact your regional office of Manitoba Culture, Heritage and Tourism.

726-6066 **(Westman)**
Toll-free: 1-800-259-6592

822-5418 **(Central)**

268-6018 **(Eastman)**
Toll-free: 1-800-665-6107

642-6006 **(Interlake)**

622-2022 **(Parkland)**

677-6780 **(Norman)**

627-8213 **(The Pas)**

Cooperative Development Services

Cooperative Development Services helps groups of senior citizens and/or their organizations incorporate cooperatives to meet their social and economic needs. Examples of some of the needs are housing, health, social, recreational or cultural clubs and services.

Cooperatives offer seniors opportunities to lead more active and rewarding lives. For more information on how your group can form a cooperative to meet your needs, please contact:

Cooperative Development Services
Agriculture, Food and Rural Initiatives
605 – 800 Portage Avenue
Winnipeg, MB R3G 0N4
Phone: 945-3748
Toll-free: 1-800-567-7334
Fax: 948-2362
E-mail: co-ops@gov.mb.ca
Website: www.co-ops.mb.ca

Public Health Agency of Canada

The Public Health Agency of Canada has adopted a population health approach to further its continuing mandate to maintain and improve the health of Canadians. Using this approach, health is described as the interaction among many factors, known as determinants of health. This approach promotes prevention and positive action on determinants that affect the health of the population as a whole, or that of specific population groups. In the later life area, Public Health Agency of Canada is particularly concerned about:

- addressing factors leading to illness, disability and death,

- strengthening the capacity to support healthy aging,
- enhancing personal autonomy and independence, and
- addressing concerns surrounding the end-of-life.

For more information, contact:

Public Health Agency of Canada
Manitoba and Saskatchewan Region
300 – 391 York Avenue
Locator E500
Winnipeg, MB R3C 4W1
Phone: (204) 983-2833

Grants and Resources Directory

Manitoba Culture, Heritage and Tourism, Recreation and Regional Services Branch maintains a grants and resources directory database on the internet, which identifies financial and consultative supports available from provincial and federal government departments and other organizations of interest to recreation service providers.

The information contained in this directory is revised on an ongoing basis. However, programs change, so you are advised to contact the appropriate department or agency before applying.

The Grants and Resources Directory is available online at: www.gov.mb.ca/chc/grants/index.html

Manitoba Community Services Council, Inc.

The Manitoba Community Services Council (MCSC) allocates funds and bingo events to Manitoba non-profit organizations qualifying as participants under the community services umbrella. MCSC funds projects and services of recreation, health-related, community service and social service organizations.

Manitoba Community Services Council, Inc.
102 – 90 Garry Street
Winnipeg, MB R3C 4H1
Phone: 940-4450
Fax: 453-2692
E-mail: applications@mbcsc.ca
Website: www.mbcsc.ca

FINANCIAL BENEFITS

How To Apply For Benefits

Proof of Age

To obtain reductions and benefits available to senior citizens, you are often expected to prove your age. This is especially important when you are applying for government pensions and benefits. A copy of your birth or baptismal certificate should be included with your application form. If these are not available, other documents are often accepted to establish age.

Birth Certificates

If you were born in Canada, you may obtain a copy of your birth certificate by writing to the Vital Statistics office in the province where you were born. Be sure to include your full name, date and place of birth, father's full name, mother's maiden name and the place of birth for both parents. Other provinces may have different requirements for information and that information will be posted on their websites. Include your signature and complete mailing address, and state whether you wish the small size or large size birth certificate. In Manitoba, a $25 fee, payable to the "Minister of Finance" is required. Applications for service may also be made at all Manitoba Land Titles Offices, throughout the province. It takes approximately 3 to 4 weeks to process your certificate.

Visit our website to download our application form. The completed application can be faxed back to our office.

If you were not born in Canada, the Vital Statistics office can provide you with information on where to call or write for a foreign birth certificate. Contact:

Vital Statistics
254 Portage Avenue
Winnipeg, MB R3C 0B6
Phone: 945-3701
Service in French: 945-5500
Toll-free (within Manitoba):
1-800-282-8069
Fax: 948-3128
Website:
www.gov.mb.ca/cca/vital/

Baptismal Certificates

The church where you were baptized can supply you with a baptismal certificate. If you do not know the specific church, write the central office of your religious denomination in that city. They may have duplicate records.

Other Documents

If both your birth and baptismal certificates are unavailable, other documents may be used to establish your age. Usually, two or more of the following are required:

- family Bible or other personally kept family records;
- marriage certificate, church roll, communion or confirmation certificates;
- education documents such as school registers, diplomas, teacher's certificates;
- insurance record of government annuity contract;
- hospital or medical records, vaccination records;
- pension or superannuation records;
- employment records;
- newspaper clippings;
- public records such as assessment rolls, voter and jury lists;
- membership records in lodges, clubs and associations;
- military records;
- court records;
- census records and national registration records; and
- naturalization documents, citizenship certificate, immigration record or passport.

Social Insurance Number

Any government application requests that you have a social insurance number. Application forms are available at all post offices and Human Resource Centres.

Federal Income Security Programs

Federally administered programs are described below. Information sessions are offered on Income Security Program benefits. Speakers are available on request. For further information, contact:

Social Development Canada
Income Security Programs
Box 818, Station Main
Winnipeg, MB R3C 2N4
Toll-free: 1-800-277-9914 (English)
1-800-277-9915 (French)
1-800-255-4786 (TTY)

Old Age Security (OAS)

To receive the OAS, you must be age 65 or over and meet the legal residence requirements. You do not have to be retired. Full or partial pensions are determined by the length of residency in Canada. Monthly cheques are linked to the cost-of-living index. The OAS is a taxable income. To avoid any delays in receiving benefits, you should apply six months prior to your 65th birthday. Old Age Security application packages can be obtained by calling the toll-free number or by visiting your local Human Resource Centre.

Guaranteed Income Supplement (GIS)

The federal government program ensures that every senior has a guaranteed minimum income. The Guaranteed Income Supplement is an income tested benefit. You may request an application by calling the toll-free number. Starting in 1999, most people who file an income tax return will have their supplement reviewed automatically without having to send in another form. However, if someone receives an application they should complete it. The Supplement is not a taxable income. You must be receiving the Old Age Security in order to be eligible for the Supplement.

The Allowance

The Allowance is paid to the spouse or common-law partner of an Old Age security pensioner. It is an income tested benefit paid to applicants who are 60-65 years of age and have met the required legal residence in Canada. The Allowance is not a taxable income. Upon death of the pensioner, the Allowance will continue, based on the survivor's income, until age 65. Recipients must re-apply annually.

Allowance for the Survivor

If you are a surviving spouse or common-law partner, you may qualify for the Allowance for the Survivor. The benefit is income tested and paid to applicants who are between the ages of 60 and 65 and have met the required legal residence in Canada. The Allowance for the Survivor is not a taxable income.

Canada Pension Plan (CPP)

Retirement Pensions

The CPP retirement pension is a monthly payment to people who have contributed to the Canada Pension Plan and who are at least 60 years of age. Your retirement pension is based on how much and for how long you contributed to the Plan. You are eligible if:

- you are at least 65 years of age; or
- you are between the ages of 60 and 64 and have substantially or completely stopped working.

Your retirement pension does not start automatically. You must apply for it. Applications should be filed six months before you wish the benefit to begin.

Survivor's Benefits

Upon death of the contributor, a one-time lump sum benefit is payable to the estate, if the minimum contribution requirements have been fulfilled. There may also be a monthly benefit available to surviving spouses or common-law partners and dependants.

Disability Pensions

Disability pensions are payable to disabled contributors who have paid into the Plan for the required number of years, are disabled within the meaning of the Plan and are under age 65. These benefits are converted to retirement pensions at age 65.

Assignment of Pensions

Spouses or common-law partners in an ongoing relationship can apply to share their CPP retirement pension payments. Both must be at least 60 and have applied for any CPP pensions to which they are entitled.

Retirement pensions cannot be assigned if either retirement pension is paid under the Quebec Pension Plan.

Credit Splitting

If you are separated or divorced, you may be entitled to retirement, disability, or other benefits higher than those for which you would qualify on your own. If your marriage ended in divorce or annulment, or if you separated following a marriage or common-law union after January 1, 1987, you could be eligible for a credit split. Eligibility for credit splitting depends on a number of factors, including the length of your relationship, when it ended and if there were any spousal agreements. In some cases, there are time limits in applying.

Canada Pension Plan Summary

- You must apply for all benefits and programs.
- All benefits are considered taxable income.
- A cost-of-living adjustment is made in January of each year.

All forms are available on the internet at: www.scd-dsc.gc.ca

For more information, contact:

Social Development Canada
Income Security Programs
Toll-free:
1-800-277-9914 (English)
1-800-277-9915 (French)
1-800-255-4786 (TTY)

Canada Pension Plan and Old Age Security staff are located at the following Human Resource Centres:

Winnipeg

391 York Avenue R3C 4W1
1122 Henderson Highway
R2G 1L1
1031 Autumnwood Drive
R2J 1C6
3338 Portage Avenue R3K 0Z1

Rural

Unit 100
1039 Princess Avenue
Brandon, MB R7A 6E2

135 – 2nd Avenue North East
Dauphin, MB R7A 0Z6

86 Main Street
Flin Flon, MB R8A 1J8

158 Stephen Street
Morden, MB R6M 1T3

1016 Saskatchewan Ave. E.
Portage la Prairie, MB R1N 3V2

237 Manitoba Avenue
Selkirk, MB R1A 2M8

321 Main Street
Steinbach, MB R0A 2A0

305 – 4th Street, West
Box 660
The Pas, MB R9A 1K7

Room 118,
North Centre Mall
3 Station Road
Thompson, MB R8N 0N3

Other Federal Benefits

Employment Insurance

Workers 65 years of age or over may apply for Employment Insurance if they lose their jobs or become unable to work due to illness. The usual qualifying/ entitlement conditions apply. To be entitled to regular benefits, you must be ready, willing and able to work. You can now apply for benefits on line at www.canada.gc.ca

For further information, contact your local Human Resources Development Canada at 1-800-206-7218.

Veterans Affairs Canada

Veterans Affairs Canada has a number of programs that provide financial, health care, and treatment benefits to qualified veterans, disability pensioners and their families. To qualify for assistance, a person must have a permanent disability arising directly out of service in the Canadian Military or meet service, age, health and income requirements. For more information on Disability Pensions, War Veterans Allowance, Veterans Independence Program and Health Programs, contact:

Veterans Affairs Canada
P.O. Box 6050
610 – 234 Donald Street
Winnipeg, MB R3C 4G5
Phone: 1-866-522-2122 (English)
1-866-522-2022 (French)

Veterans Affairs Canada
1039 Princess Avenue
Brandon, MB R7A 4J5
Phone: 1-866-522-2122

Bureau of Pensions Advocates

The Bureau of Pensions Advocates, an independent federal division of Veterans Affairs Canada comprised of qualified lawyers, represents veterans, peacetime military servicemen and/or women, and RCMP officers and their widows at appeal board hearings under the Pension Act and the RCMP Superannuation Act. For more information, contact:

Bureau of Pensions Advocates
Box 6050
610 – 234 Donald Street
Winnipeg, MB R3C 4G5
Phone: 983-5598
Toll-free: 1-877-228-2250

Royal Canadian Naval Benevolent Fund

The Royal Canadian Naval Benevolent Fund (RCNBF) helps relieve distress caused by illness, accident or other misfortunes, by providing interest-free loans or grants to veterans and ex-service personnel in need of financial assistance. Those eligible for assistance include former members of the Naval Forces of Canada who entered prior to February 1, 1968, and the Canadian Merchant Navy War Veterans, and their dependants.

The Fund has helped people buy necessities such as food and clothing, and pay for medical, dental, optical, surgical and prosthetic services. It also provides assistance for necessary home repairs and funeral costs, and to replace belongings destroyed by fire.

For more information, contact:

Royal Canadian Naval Benevolent Fund
Box 505, Station B
Ottawa, ON K1P 5P6
Phone: (613) 996-5087
Toll-free: 1-888-557-8777
Fax: 1-613-236-8830
E-mail: rcnbf@sympatico.ca

Provincial Income Security Programs

Fifty-Five Plus – A Manitoba Income Supplement

A quarterly income supplement is available to eligible Manitobans who are:

- 55 and over, not receiving Old Age Security program benefits and have an income within a specified range (an annual application is required); or
- receiving certain levels of Federal Guaranteed Income Supplement or Spouse's Allowance Benefits under the Old Age Security Program. An application is not necessary as benefits are paid based on the application for federal benefits.

For more information, contact:

55 Plus – A Manitoba Income Supplement
Box 3000, 203 South Railway St.
Killarney, MB R0K 1G0
Phone: 523-5230
Toll-free: 1-800-563-8793
E-mail: incsupplus@gov.mb.ca

For appeals, contact the Social Services Appeal Board (page 56).

The Manitoba Pension Commission

The Pension Commission of Manitoba, a branch of Manitoba Labour and Immigration, is a regulatory agency responsible for the administration of *The Pension Benefits Act* and Regulations thereunder. The mandate of the Pension Commission is to promote the establishment, extension and improvement of pension plans. The Act prescribes minimum standards for employer-sponsored pension plans and protects benefits, accrued by employees in employer-sponsored pension plans, through the application of these minimum standards in respect to solvency and funding, information to employees, employer contributions, vesting, portability and locking-in. Establishing employment pension plans is voluntary. About 50% of the work force has access to an employer-sponsored pension plan.

If you would like more information about the Commission's services, employer-sponsored pension plans or *The Pension Benefits Act* of Manitoba and Regulation, contact:

Manitoba Pension Commission
Room 1004 – 401 York Avenue
Winnipeg MB R3C 0P8
Telephone: 945-2740
Fax: 948-2375
E-mail: pensions@gov.mb.ca
Website: www.gov.mb.ca/labour/pension/index.html

Tax Credits

Shelter Allowance for Elderly Renters (SAFER)

Direct monthly cash assistance is available to elderly renters fifty-five and over in privately owned buildings who meet certain qualifications. The amount of the monthly allowance is based on an individual's or couple's total gross income and on the monthly rent paid. Additional information, assistance and applications are available at:

Family Services and Housing
Provincial Services Branch
102 – 114 Garry St.
Winnipeg, MB R3C 1G1
Phone: 945-2197
Fax: 945-3930
Toll-free: 1-877-587-6224
Website: www.gov.mb.ca/fs/housing/safer.html

Persons living in publicly owned seniors housing, rent supplement housing or personal care homes are already benefiting from government subsidies and are therefore not eligible for SAFER.

School Tax Assistance For Tenants/Homeowners 55+

School Tax Assistance for Tenants and Homeowners, aged 55 plus, provides annual assistance to offset the school tax portion of municipal taxes or rental costs. School tax assistance benefits are paid to eligible applicants once a year. Tenants must apply by applica-

tion. Homeowners must apply on Form MB 479 of the income tax return. Additional information is available at:

Tenants

Family Services and Housing
Provincial Services Branch
102 – 114 Garry St.
Winnipeg, MB R3C 1G1
Phone: 945-2197
Toll-free: 1-877-587-6224
Fax: 945-3930
Website: www.gov.mb.ca/fs/housing/stat55.html

Homeowners

Manitoba Tax Assistance Office
Phone: 948-2115
Fax: 948-2263
Toll-free: 1-800-782-0771
E-mail: tao@gov.mb.ca
Website:
www.gov.mb.ca/finance/tao

Income Tax Services

Information is provided at the Manitoba Tax Assistance Office in Winnipeg to help complete the provincial section of the tax return.

Many senior centres across the province offer special clinics for income tax preparation, including Age and Opportunity and the Manitoba Society of Seniors.

For more information, contact your senior centre, community resource council or:

Manitoba Tax Assistance Office
Phone: 948-2115
Fax: 948-2263
Toll-free: 1-800-782-0771
E-mail: tao@gov.mb.ca
Website:
www.gov.mb.ca/finance/tao

Canada Customs and Revenue Agency
Taxation Volunteer Program
Phone: 983-6978 for the location of the program nearest you during tax season

Federal Income Tax
(General Inquiries):
Toll-free: 1-800-959-8281

Community Financial Counselling Service
3rd Floor, 238 Portage Avenue
Winnipeg, MB R3C 0B1
Phone: 989-1900
Fax: 989-1908
E-mail: cfcs@mts.net
Website:
www.creditcounsellingcanada.ca

Financial Counselling

Community Financial Counselling Service

Community Financial Counselling Service provides financial assessment, credit counselling and information on money management to individuals and families. The agency can negotiate with creditors and set up repayment plans. The service is confidential; no information is released and no action is taken without the knowledge and consent of the client. Nominal fees, based on income and family size, are charged.

Community Financial Counselling Services
3rd Floor, 238 Portage Avenue
Winnipeg, MB R3C 0B1
Phone: 989-1900
Fax: 989-1908
E-mail: cfcs@mts.net
Website:
www.creditcounsellingcanada.ca

Welfare Education Program

This non-profit community-based program provides information on welfare rights and responsibilities. For more information, contact:

Welfare Education Program
3rd Floor, 238 Portage Avenue
Winnipeg, MB R3C 0B1
Phone: 989-1911
Fax: 989-1908

Farmers Estate Counselling

Consultation regarding estate planning, farm transfers, taxation and other financial concerns plus a wide range of written information is available from Manitoba Agriculture, Food and Rural Initiatives (MAFRI).

In Winnipeg:

Phone: 945-4937
Fax: 945-6134
Website:
www.gov.mb.ca/agriculture

Outside Winnipeg:

Toll-free: 1-800-282-8069 or call the MAFRI district office nearest you.

Housing

Apartment Rental Options

Subsidized Housing

The Manitoba Housing Authority (MHA) offers housing to individuals 55 years of age or older, whose income is too low to obtain affordable, suitable and adequate accommodations in the private sector. Rental rates are based on the person's total gross income.

For example: One Person = Studio Apartment = 25% of gross income

Two Persons (couple) = One Bedroom = 27% of gross income

In the rural communities, some seniors' buildings may only have one bedrooms available. In this case, single persons would receive a one-bedroom apartment.

There are eligibility requirements with the highest priority given to those identified as most in need.

Some MHA senior buildings offer tenants additional services. Please ask your MHA office in your community if these services are available:

- Medical alarm switches located in tenants' apartments which provide 24-hour service for emergency alert purposes only.
- A congregate meal program located on-site.
- Tenant services staff.
- On-site building superintendants

For more information, please contact The Manitoba Housing Authority in your community, or visit our website at: http://www.gov.mb.ca/fs/housing/mha_seniors.html

Application Inquiries
100 – 185 Smith Street
Winnipeg, MB R3C 3G4
Phone: 945-7319

North Winnipeg MHA Offices

Brooklands
312 Blake Street
Winnipeg, MB R3E 2Z4
Phone: 945-5570

Lord Selkirk
269 Dufferin Avenue
Winnipeg, MB R2W 2X8
Phone: 945-3431

North East
600 Panet Road
Winnipeg, MB R2L 2B1
Phone: 945-3555

North End
400A Logan Avenue
Winnipeg, MB R3A 0R1
Phone: 945-7823

St. James
15 – 659 Cavalier Drive
Winnipeg, MB R2Y 1Y1
Phone: 945-4758

South Winnipeg MHA Offices

Central Park
355 Kennedy Street
Winnipeg, MB R3B 3B8
Phone: 945-6272

Downtown South
100 – 185 Smith Street
Winnipeg, MB R3C 3G4
Phone: 945-3884

Fort Rouge/Fort Garry/St.Vital
Unit D – 1026 St. Mary's Road
Winnipeg, MB R2M 3S6
Phone: 945-4899

Bilingual Service Centre

St. Boniface Bilingual Service Centre
100 – 614 rue Des Meurons
Winnipeg, MB R2H 2P9
Phone: 945-6019

Rural MHA Offices

North Central
67 – 2nd Street N.E.
Box 1570
Altona, MB R0G 0B0
Phone: 324-5308
Toll-free: 1-800-480-5554

317 – 25 Tupper Street North
Portage la Prairie, MB R1N 3K1
Phone: 239-3680
Toll-free: 1-866-440-4663

South West
253 – 9th Street
Brandon, MB R7A 6X1
Phone: 726-6455
Toll-free: 1-800-651-8217

Churchill
32 Hudson Square
Box 448
Churchill, MB R0B 0E0
Phone: 675-8838

Parkland East
27 – 2nd Avenue SW
Dauphin, MB R7N 3E5
Phone: 622-2092

Interlake
122 – 5th Avenue
Box 1680
Gimli, MB R0C 1B0
Phone: 642-6061
Toll-free: 1-888-642-6066

Eastman/Interlake
102 – 235 Eaton Avenue
Selkirk, MB R1A 0W7
Phone: 785-5228
Toll-free: 1-800-441-5514

Parkland West Satellite Offices
117 – 2nd Avenue North
Box 1028
Roblin, MB R0L 1P0
Phone: 937-8326
Toll-free: 1-888-567-8125

516 Main Street, Box 250
Swan River, MB R0L 1Z0
Phone: 734-4297

Northern
214 Fischer Avenue
Box 2550
The Pas, MB R9A 1M4
Phone: 627-8355
Toll-free: 1-800-778-4311

Bilingual Service Centres

Red River Region Bilingual Service Centre
Box 98, 427 Sabourin Street
St. Pierre Jolys, MB R0A 1V0
Phone: (204) 433-2578
Toll-free: 1-866-563-2362

Mountain Region Bilingual Service Centre
Centre Dom Benoit
51 Rodgers Street
Notre Dame de Lourdes, MB R0G 1M0
Phone: (204) 248-2270

Kekinan Centre Inc.

Kekinan Centre is an independent living centre for Aboriginal seniors. For more information, contact:

S.A.M. Management
425 Elgin Avenue
Winnipeg, MB R3A 1P2
Phone: 942-0991

Private Non-Profit Housing

This is rental accommodation that is owned and managed by charitable or non-profit organizations such as service clubs or church groups. Restrictions regarding tenant eligibility, rent levels and available subsidies differ depending on the project.

Co-operative Housing

Co-operative housing is owned by not-for-profit community groups who have incorporated to provide housing for their members. Co-op members purchase equity shares in the project and collectively become owners of the building. Subsidies may be available to low-income members. Persons wishing to become tenants in an existing project must purchase a share in the co-op.

Life Lease Tenancy

A life lease tenancy guarantees the right to occupy the dwelling for the lifetime of the tenant. In projects built by non-profit organizations, the potential resident purchases a life lease, which is used as equity toward the construction of the project. Equity contributions reduce the monthly rental costs to residents. Some suites may be designated as rent supplement units. Seniors considering this type of tenancy are encouraged to consult a lawyer in order to understand the implications of this kind of agreement.

Commercial Housing

The private market offers an increasing variety of housing for seniors, ranging from conventional apartments and condominiums for a mixture of ages and income levels, to projects designed especially for seniors. Some provide amenities such as fitness facilities and swimming pools, and some provide services such as cleaning, transportation and dining facilities.

Low-income seniors renting in the private market may be eligible for cash assistance under the Shelter Allowance for Elderly Renters Program. (See page 22)

Other Housing Information

Rural Manitoba

- The Manitoba Seniors and Healthy Aging Secretariat has information on seniors' housing available in rural Manitoba. For more information, call:

Seniors Information Line
Phone: 945-6565
Toll-free: 1-800-665-6565

City of Winnipeg

- A directory of public housing, non-profit and commercial developments, entitled Winnipeg Seniors Housing Directory, is available for a minimal fee from:

Age and Opportunity
2nd floor, 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440

- *Gold Mine Manitoba* is published five times a year, focused on a different topic each issue. Our spring issue looks at health-care providers, equipment and issues. The first summer issue provides a comprehensive listing of seniors' housing in Winnipeg, including non-profit and private enterprise facilities. The second summer issue highlights golf in Manitoba. Our fall issue is a roundup of popular recipes from Winnipeg chef Peter Grant and the popular Christmas issue is a compendium of Christmas carols. Copies are distributed through *The Prime Times*.

The Prime Times News
202 – 63 Albert Street
Winnipeg, MB R3B 1G4
Phone: 949-4810
Fax: 949-4818

Residential Tenancies Branch

The Residential Tenancies Branch deals with landlord and tenant relations and related problems, matters pertaining to rent increases of any amount, the allowable rent charges for premises and general rent controls. For further information, contact:

Residential Tenancies Branch
302 – 254 Edmonton Street
Winnipeg, MB R3C 3Y4
Phone: 945-2476
Toll-free: 1-800-782-8403
Fax: 945-6273
E-mail: rtb@gov.mb.ca
Website:
www.residentialtenancies.mb.ca

157 – 340 9th Street
Brandon, MB R7A 6C2
Phone: 726-6230
Toll-free: 1-800-656-8481
Fax: 726-6589
E-mail: rtbbrandon@gov.mb.ca

113 – 59 Elizabeth Drive
Thompson, MB R8N 1X4
Phone: 677-6496
Toll-free: 1-800-229-0639
Fax: 677-6415
E-mail: rtbthompson@gov.mb.ca

Home Improvement Assistance

Residential Rehabilitation Assistance Program (RRAP)

The Homeowner Residential Rehabilitation Assistance Program (RRAP) is a federal/provincial cost shared program that provides financial assistance to low-income owners of existing substandard housing that needs major repair in at least one of the five basic areas: structural, electrical, plumbing, heating or fire safety. The nature and quality of the repair work is expected to further the useful life of the dwelling by at least 15 years.

Similar assistance is available under RRAP for Persons with Disabilities for alterations required to accommodate the needs of a disabled occupant. The alterations must be related to the dwelling and the occupant's disability and must be permanent.

Assistance is available in both urban and rural areas throughout Manitoba. Household income thresholds exist to determine client eligibility.

The assistance is provided in the form of a forgivable loan that is forgiven over a period of time based on continued ownership and occupancy of the dwelling for the term of the loan. The loan amount will depend on the actual cost of repairs and the location of the dwelling. For more information, contact:

If you reside in Winnipeg:
City of Winnipeg RRAP Dept.
361 Hargrave Street
Winnipeg, MB R3B 2K2
Phone: 986-2299

If you reside outside of Winnipeg:
The Manitoba Housing and Renewal Corporation
Affordable Housing Initiative
113 – 114 Garry Street
Winnipeg, MB R3C 4V4
Phone: 945-5566
Toll-free: 1-866-689-5566

Home Adaptations for Senior's Independence (HASI)

HASI, a federal/provincial cost shared program, helps low-income seniors who have difficulties with daily living and activities in the home, by providing financial assistance to homeowners and landlords to carry out minor home adaptations that accommodate age related disabilities.

Items such as handrails in hallways and on stairs, easy-to-reach work and storage areas in the kitchen, lever handles on doors, walk-in showers with grab bars, and bathtub grab bars and seats are examples of adaptations that can be made. Assistance in the form of a forgivable loan of up to $3,500 is available. For more information, contact:

The Manitoba Housing and Renewal Corporation
Affordable Housing Initiative
113 – 114 Garry Street
Winnipeg, MB R3C 4V4
Phone: 945-5566
Toll-free: 1-866-689-5566

Homeowner Emergency Loan Program (HELP)

This provincial government program is designed to help low-income homeowners improve their housing conditions. Interest-free loans to a maximum of $3,000 are available. Repairs must be of an urgent nature and pose a threat to the health and safety of the occupants to qualify. For details contact:

The Manitoba Housing and Renewal Corporation
Affordable Housing Initiative
113 – 114 Garry Street
Winnipeg, MB R3C 4V4
Phone: 945-5566
Toll-free: 1-866-689-5566

Emergency Repair Program (ERP)

The Emergency Repair Program (ERP) is a federal/provincial cost shared program that assists eligible low-income homeowners or occupiers in rural and remote areas to undertake emergency repairs for the continued safe occupancy of their houses. It targets homes in communities of 2,500 or less. Assistance is in the form of a forgivable loan. Income, location and the nature of repair determine eligibility and amount of the loan. For information contact:

The Manitoba Housing and Renewal Corporation
Affordable Housing Initiative
113 – 114 Garry Street
Winnipeg, MB R3C 4V4
Phone: 945-5566
Toll-free: 1-866-689-5566

Home Maintenance Assistance

50 Plus Job Bank

The 50 Plus Job Bank is a non-profit organization that provides employment for experienced and mature individuals 50 years of age and over. The types of services provided are home repairs and renovations, yard maintenance, housecleaning, companions and much more.

50 Plus Job Bank
300 – 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 943-8864

Community Home Services Program

Community Home Services Program provides low-income senior citizens and persons with disabilities, living within the City of Winnipeg, with supports required for independent living (light housekeeping; yard work; one-way transportation to medical appointments; and snow removal.)

To register, contact:

Community Home Services Program
150 – 391 York Avenue
Winnipeg, MB R3C 0P4
Phone: 948-4392

Self-Starting Creative Opportunities for People in Employment (SSCOPE)

SSCOPE Inc. is a non-profit community mental health organization that provides services such as snow shovelling, yard work, light and heavy housework, light moving and other services at reasonable rates. For more information, contact:

SSCOPE Inc.
5 – 1000 Notre Dame Avenue
Winnipeg, MB R3E 0N3
Phone: 987-6300
Fax: 987-6304
E-mail: sscope@mts.net
Website: www.sscope.org

Community Maintenance Programs

Many community resource councils and seniors centres, as part of services for seniors in their communities, will refer you to people who will do house cleaning, yard work and snow shovelling for a reasonable cost. For more information, contact the community resource council or seniors centre nearest you. (See pages 11-17)

Services and Supports for Independent Living

Transportation

Handi-Transit

Special transportation services for seniors and handicapped persons are available in Brandon and Winnipeg. In Winnipeg, you must register with Handi-Transit by submitting an application form. For more information about Handi-Transit, call:

986-5722 **(Winnipeg)**
729-2279 **(Brandon)**

Winnipeg Transit

In addition to Handi-Transit service, Winnipeg Transit also operates a fleet of 193 Easy Access buses as part of its regular service. Easy Access buses offer many special features to make travel more convenient for persons with mobility difficulties. Pre-plan your travel with Easy Access bus service by calling Winnipeg Transit Information at 986-5700, Telebus at 287-7433 or visit www.winnipegtransit.com.

Eligible seniors (age 65 and over) can enjoy Reduced Fare when using Winnipeg Transit regular service. Valid Federal Government Blue card or Transit ID required. For more information call Winnipeg Transit at **986-5700**.

Community Resource Councils – Transportation Services

Many community resource councils provide transportation services in their respective areas for seniors who require transportation. This could include shopping or medical appointments, for those who have no other means of transportation. A small fee may be charged. For information on the services in your area, contact the closest community resource council listed on pages 12-17.

Rural Transportation

Under the Mobility Disadvantaged Transportation Program (MDTP), the province assists communities (outside the City of Winnipeg) who have taken the initiative in providing transportation services to mobility disadvantaged residents, including seniors. Funding support includes an annual operating grant and a

one-time capital grant to assist in the purchase of a handivan. There are currently 63 communities that provide a handivan service under the MDTP.

To qualify for funding, local municipalities must sponsor the program and demonstrate a commitment to keep the service in operation once it is established. For additional information on communities operating a handivan under the MDTP, please contact:

Intergovernmental Affairs and Trade
Municipal Finance & Advisory Services
508 – 800 Portage Avenue
Winnipeg, MB R3G 0N4
Phone: 945-2569
Fax: 948-2780
E-mail: jinouye@gov.mb.ca

Meal Programs

Meals on Wheels

Hot meals are delivered between 11:00 a.m. and 1:00 p.m. to the homes of people who are unable to prepare adequate meals themselves due to age, illness, disability, lack of cooking facilities or inability to shop.

Meals on Wheels of Winnipeg Inc.
500 – 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-7711
Fax: 956-7722
E-mail:
meals@mealsonwheelswpg.ca
Website:
www.mealsonwheelswpg.ca

Hot Meals are delivered between 11:30 a.m. and 12:15 p.m. in Brandon.

Meals on Wheels Brandon
241 – 8th Street
Brandon, MB R7A 3X2
Phone: 727-6641
Fax: 725-0669

Congregate Meals

Congregate meal programs (meals served to a group of seniors) are available at many locations throughout the province. Contact the community resource council or senior centre nearest you.

Safety Checks

Personal Emergency Response Systems

Personal emergency response systems offer 24-hour protection for individuals who live independently and because of their health or mobility are considered "at risk." Before making a decision to purchase, you should:

- Investigate options
- Know who will respond

For more information, consult the "Yellow Pages" or contact your community resource council (pages 12-17).

Special Programs for Frail or Homebound Seniors

Manitoba League of Persons with Disabilities Inc.

The Manitoba League of Persons with Disabilities is an organization of and for people with all types of disabilities. It monitors programs and legislation, and advocates for required changes regarding the common needs and concerns of disabled people. A few of the common issues of concern are accessibility, employment, home care services, human rights and transportation.

Manitoba League of Persons with Disabilities Inc.
105 – 500 Portage Avenue
Winnipeg, MB R3C 3X1
Phone: 943-6099
Toll-free: 1-888-330-1932
E-mail: mlpd@shawcable.com
Website: www.mlpd.mb.ca

407 – 121 4th Street
Brandon, MB R7A 3G5
Phone: 725-2767

Box 951
Souris, MB R0K 2C0
Phone: 483-3106

Box 5057
Steinbach, MB R5G 1H4
Phone: 346-0301

The Manitoba League of Persons with Disabilities has published a video and resource manual for senior citizens with disabilities who live in rural Manitoba. This video and manual, *Creating Change*, contain

tips on advocacy as well as information on services available to disabled senior citizens living in rural areas. For more information, contact the Winnipeg office.

Independent Living Resource Centre

The Independent Living Resource Centre (ILRC) provides information and referral services, peer support, skills training workshops on such topics as advocacy, pain management, invisible disabilities, etc. The ILRC assists people with disabilities to identify their needs and work towards solutions. There are numerous other programs available. For further information, please contact:

Information & Referral Consultants
The Independent Living Resource Centre
311A – 393 Portage Avenue
Winnipeg, MB R3B 3H6
Phone: 947-0194 (TTY/TDD)
Toll-free: 1-800-663-3043
Fax: 943-6625
E-mail: thecentre@ilrc.mb.ca
Website: www.ilrc.mb.ca

Society for Manitobans with Disabilities

The Society for Manitobans with Disabilities continually develops, maintains and delivers relevant services that assist in the development of individual independence and community support for persons with disabilities.

SMD Offices

Head Office
825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 975-3010
Toll-free: 1-866-282-8041
(Canada/US)
TTY: 975-3012
TTY Toll-free: 1-800-225-9108
(Canada/US)
Fax: 975-3073
Website: www.smd.mb.ca

Wheelchair Services
1111 Winnipeg Avenue
Winnipeg, MB R3E 0S2
Phone: 975-3250
Toll-free: 1-800-836-5551
(Canada/US)
TTY: 975-3239
TTY Toll-free: 1-800-856-7934
(Canada/US)
Fax: 975-3240

Westman Regional Office
Room 110
340 – 9th Street
Brandon, MB R7A 6C2
Phone: 726-6157
Fax: 726-6499
Toll-free: 1-800-813-3325
(Canada/US)
TTY: 726-6157

Parkland Regional Office
Room 411 – 27 – 2nd Avenue
Dauphin, MB R7N 3E5
Phone: 622-2293
Toll-free: 1-800-844-2307
(Canada/US)
TTY: 622-2293
Fax: 622-2260

Northern Regional Office
303 – 83 Churchill Drive
Thompson, MB R8N 0L6
Phone: 778-4277
Toll-free: 1-888-367-0268
(Canada/US)
TTY: 778-4277
Fax: 778-4461

Eastman Regional Office
Box 20550
201 – 323 Main Street
Steinbach, MB R0A 2T2
Phone: 326-5336
Toll-free: 1-800-497-8196
(Canada/US)
TTY: 346-3998
Fax: 326-9762

Central Regional Office
Box 489, 160 Stephen Street
Morden, MB R6M 1A5
Phone: 822-1947
Toll-free: 1-800-269-5451
(Canada/US)
TTY: 822-1947
Fax: 822-1948

Interlake Regional Office
382 Main Street
Selkirk, MB R1A 1T8
Phone: 785-9338
Toll-Free: 1-888-831-4213
(Canada/US)
TTY: 482-5638
Fax: 785-9340

Parking Permit Program

The Manitoba Parking Permit Program ensures that when you or a friend or family member has difficulty walking more than 50 metres, which is roughly the distance from the mall's parking lot to its entrance, specially designated parking is available in lots across the province. You can apply for a Parking Permit at any SMD regional office throughout Manitoba, or at your doctor's office, any driver and vehicle licencing branch or your local municipal office.

For further information on the Manitoba Parking Permit Program contact:

Parking Permit Program
1111 Winnipeg Avenue
Winnipeg, MB R3E 0S2
Phone: 975-3257
Toll-free: 1-800-836-5551
(Canada/US)
TTY: 975-3239
TTY: 1-800-856-7934
(Canada/US)
Fax: 975-3240

Assistive Devices

The Rehabilitation Engineering Department consists of the Orthotics Department and the Centre for Rehabilitation Engineering Assistive Technology Excellence (CreATe), located within the Health Sciences Centre in Winnipeg. It helps clients gain the highest possible level of independence through the use of orthotic, and electronic and mechanical assistive technologies.

The CreATe Section provides specialized electronic and mechanical adaptations for adults with physical disabilities. These aids include automotive, scooter and wheelchair modifications. Communication aids, environmental controls, and many other assistive devices to enhance daily living are available. All Manitobans can access the department directly or through their rehabilitation agency, therapist or physician. Many of the devices are available through the department at no cost to the client, or in some instances, on a cost-recovery only basis. For more information, contact:

Rehabilitation Engineering Department
Health Sciences Centre
MH036 – 59 Pearl Street
Winnipeg, MB R3E 3L7
Phone: 787-2366
Website: www.hsc.mb.ca/re/

Guide Book for Travellers with Disabilities

The following books may be found in the library of the Canadian Paraplegic Association (Manitoba):

- Handi-Travel: A Resource Guide for Disabled and Elderly Travellers
- Foders Great American Getaways for the Disabled

For more information, contact:

Canadian Paraplegic Association (Manitoba) Inc.
825 Sherbrook Street, Room 211
Winnipeg, MB R3A 1M5
Phone: 786-4753
Fax: 786-1140
E-mail:
winnipeg@canparaplegic.org
Website: www.cpamanitoba.ca

Services for Persons with Visual Impairments

The Canadian National Institute for the Blind (CNIB) Manitoba Division

Through a broad range of rehabilitation services, the CNIB assists blind and visually impaired people in achieving their independence. Programs and services include:

- rehabilitation counselling;
- rehabilitation teaching (learning practical skills to cope with visual impairment);
- orientation and mobility instruction (learning to move around in one's environment);
- sight enhancement services (using lighting and magnification);
- adaptive and technical aid services (demonstrating and selling specialized equipment);
- library services (braille and audio tape);
- employment counselling;
- peer support and recreation groups; and
- occupational therapy through early intervention program.

CNIB Manitoba Division
Central Service Centre
1080 Portage Avenue
Winnipeg, MB R3G 3M3
Phone: 774-5421
Fax: 775-5090
Website: www.cnib.ca

Rural

CNIB West Service Centre
354 – 10th Street
Brandon, MB R7A 4G1
Phone: 727-0631
Fax: 727-1139

CNIB North Service Centre
Room 303 – 83 Churchill Drive
Thompson, MB R8N 0L5
Phone: 778-8874
Fax: 778-4461

Elsewhere in Manitoba call toll-free: 1-800-552-4893.

Large Print Books

Public Library Services provides all types of materials, but of particular importance to seniors are the large print format books. There are 53 established regional and municipal public libraries that use the service.

Talking Book Support

Anyone who has difficulty reading, holding a book, or turning the pages may request Talking Books from the central Public Library Services collection. Public Library Services maintains a collection of 4,000 Talking Books. A letter from a doctor or other health official is required. For more information, contact:

Public Library Services
Toll-free: 1-800-252-9998

Talking Book Services
Toll-free: 1-877-797-6813
E-mail: av@gov.mb.ca

Winnipeg Public Library Special Services

Offers a variety of collections and equipment for patrons who have special needs including Talking Books, large print materials, descriptive and close-captioned videos. For more information, contact:

Phone: 986-6489
TTY: 986-3485
Fax: 986-7298
Website:
www.winnipeg.ca/library

Services for Persons with Communication Disorders

Hearing Problems

There are a number of services in Manitoba to assist in the diagnosis and treatment of hearing loss, including public health nurses, family doctors, audiologists, hearing instrument practitioners and ear/nose/throat specialists.

Winnipeg Regional Health Authority (WRHA)

The WRHA offers testing for hearing disorders at no charge to the client at various sites throughout Winnipeg (see below). Please call Audiology Central Intake at 837-0511 for more information.

ACCESS River East
975 Henderson Hwy.
Winnipeg, MB R2K 4L7

Deer Lodge Hearing Centre
2109 Portage Avenue
Winnipeg, MB R3J 0L3

Seven Oaks Hearing Centre
2300 McPhillips Street
Winnipeg, MB R2V 3M3

Victoria Hearing Centre
Victoria General Hospital
2340 Pembina Highway
Winnipeg, MB R3T 2E8

Health Sciences Centre
Department of Communication Disorders
GG-2 – 820 Sherbrook Street
Winnipeg, MB R3A 1R9

St. Boniface Hospital
Rehabilitation Services
409 Tache
Winnipeg, MB R2H 2A6

Referrals for clients living outside of Winnipeg can be directed to:

Brandon Regional Health Authority Audiology Dept.
Brandon
Phone: 571-8366

Central Regional Hearing Centre
Portage la Prairie
Phone: 239-3119

Norman Regional Hearing Centre
The Pas
Phone: 627-8334

Burntwood Regional Hearing Centre
Thompson
Phone: 677-5385

South Eastman Regional Hearing Centre
Steinbach
Phone: 346-6250

North Eastman Regional Hearing Centre
Beausejour
Phone: 268-7489

Boundary Trails Health Centre
Winkler
Phone: 331-8828

Interlake Regional Hearing Centre
Selkirk
Phone: 785-7497

Parklands Regional Hearing Centre
Phone: 622-6222

Communication and Swallowing Problems

Contact your physician for a referral to a Speech-Language Pathologist.

Hearing Instrument Practitioners

There are many hearing aid practitioners in Winnipeg who offer discounts to seniors and who also provide house calls if necessary. They also provide service to rural Manitoba. Check your Yellow Pages under "Hearing" for a Hearing Centre nearest you.

Private Practice Audiologists

There are many audiologists in private practice in Manitoba. Check your yellow pages under "Hearing" for a practice nearest vou.

Hard of Hearing Services

The Living with Hearing Loss Program at the Society for Manitobans with Disabilities (SMD) helps people develop speech-reading skills and coping strategies to adapt in difficult communication situations. The program also provides information on available technical devices designed to meet the needs of hard of hearing people and ideas to manage hearing loss related stress. An on-site resource library has books and videotapes to assist people living with hearing loss.

Classes for hard of hearing, oral deaf and late-deafened adults are held in Winnipeg and in rural locations where registration is sufficient.

For further information, contact:

Society for Manitobans with Disabilities
Deaf and Hard of Hearing Services
Phone: 975-3010
TTY: 975-3083
Toll-free (TTY): 1-800-225-9108
Toll-free (voice): 1-866-282-8041
SMD Website: www.smd.mb.ca

285 Pembina Inc./Deaf Centre

285 Pembina Inc./Deaf Centre is a subsidized housing facility, which also contains personal care units. It serves as a recreational, cultural and religious centre for residents and deaf or hard of hearing people in the community at large. Several organizations for the deaf have offices in the centre. For further information, contact:

285 Pembina Inc./Deaf Centre
285 Pembina Highway
Winnipeg, MB R3L 2E1
Phone: 284-0802 (voice)
TTY: 475-0702

Independent Interpreter Referral Service

The Independent Interpreter Referral Service is a professional non-profit corporation that provides a wide range of interpreting and intervention services to meet the diverse needs of the hearing, hard of hearing, Deaf and Deaf-Blind communities. Should you require such service, please contact:

Independent Interpreter Referral Service
200 – One Forks Market Road
Winnipeg, MB R3C 4L9
TTY: 452-0687
Voice: 475-6332
Fax: 452-0688
Emergency pager: 931-4947
using Manitoba Relay Service
E-mail: iirs@mts.net

Manitoba Deaf-Blind Association Inc.

The Manitoba Deaf-Blind Association (MDBA) is a community-based advocacy group interested in improving opportunities and resources for Deaf-Blind Manitobans. Deaf-blindness is a condition that combines any degree of hearing loss combined with any degree of vision loss which interferes with communicating and acquiring information, even though a person may have some useful visual and/or hearing. For more information please write to:

MBDA
285 Pembina Hwy.
Winnipeg, MB R3L 2E1
Fax: 1-204-477-1390

Resource Centre for Manitobans who are Deaf-Blind

The Resource Centre for Manitobans who are Deaf-Blind (RCMDB) provides service to adults who are deaf-blind due to accident, trauma, disease

or condition. RCMDB services may also be extended to family members where the service would benefit the deaf-blind individual. We exist to promote opportunities for independence, dignity and empowerment for adults in Manitoba who have become deaf-blind.

RCMDB
228 – 285 Pembina Hwy.
Winnipeg, MB R3L 2E1
Phone: 284-2531 (TTY) or through MRS 1-800-855-0511 (if using voice phone)
Fax: 1-204-477-1390
E-mail: rcmdb@rcmdb.net
Coordinator: jsayer@rcmdb.net
Website: www.rcmdb.mb.ca

Manitoba Telecom Services Inc.

A full range of special needs equipment is available at the MTS Connect store at 585 Century. A select range of special needs equipment is also available at other MTS Connect stores, located in the major malls. Visit the website at: www.mts.ca for a full description of special needs services and products available.

Special Needs
MTS Communications Inc.
P.O. Box 6666
Rm CC11B, 360 Main Street
Winnipeg, MB R3C 3V6
E-mail:
mts.special.needs@mts.mb.ca

Winnipeg
Phone: 941-8557
TTY: 942-4942
Fax: 949-0570

Outside Winnipeg – Toll-free
Phone: 1-800-542-8703
TTY: 1-866-238-2539
Fax: 1-866-238-2538

TTY Repair Drop Off
Deaf Resource Centre
101 – 285 Pembina Highway
Winnipeg, MB

Health Care Services

Regional Health Authorities

Regional Health Authorities are health boards responsible for the delivery of health care services to Manitobans. They provide a reorganized, sustainable health system that balances health promotion, disease prevention, and institutional and community-based services.

Assiniboine Regional Health Authority Inc.
Box 579, (192 First Ave. W.)
Souris, MB R0K 2C0
Phone: 483-5000
Toll-free: 1-888-682-2253
Fax: 483-5005
Website: www.assiniboine-rha.ca
E-mail: assiniboine-rha@arha.ca

Brandon Regional Health Authority
150A – 7th Street
Brandon, MB R7A 7M2
Phone: 571-8400
Fax: 726-8505
Website:
www.brandonrha.mb.ca

Burntwood Regional Health Authority Inc.
867 Thompson Drive South
Thompson, MB R8N 1Z4
Phone: 677-5350
Fax: 778-1424
Website: www.brha.mb.ca

Regional Health Authority – Central Manitoba Inc.
Box 243
Southport, MB R1N 1V1
Phone: 428-2000
Fax: 428-2020
Website: www.rha-central.mb.ca
E-mail: info@rha-central.mb.ca

Churchill RHA Inc.
Churchill Health Centre
Churchill, MB R0B 0E0
Phone: 675-8318
Fax: 675-2243
Website:
www.churchillrha.mb.ca

Interlake Regional Health Authority Inc.
589 – 3rd Avenue South
Stonewall, MB R0C 2Z0
Phone: 467-4742
Toll-free: 1-888-488-2299
Fax: 467-4750
Website: www.irha.mb.ca
E-mail: info@irha.mb.ca

NOR-MAN Regional Health Authority Inc.
Box 130, 84 Church Street
Flin Flon, MB R8A 1M7
Phone: 687-1300
Fax: 687-6405
Website:
www.norman-rha.mb.ca
E-mail: nrha@normanrha.mb.ca

North Eastman Health Association Inc.
W.B. Lewis School
Aberdeen Avenue and
Burrows Road
Box 339
Pinawa, MB R0E 1L0
Phone: 753-2012
Fax: 753-2015
Website: www.neha.mb.ca
E-mail: neha@neha.mb.ca

Parkland Regional Health Authority Inc.
112 – 27 – 2nd Ave. South West
Dauphin, MB R7N 3E5
Phone: 622-6222
Toll-free: 1-800-259-7541
Fax: 622-6232
Website:
www.prha.mb.ca/index.htm
E-mail: prha@prha.mb.ca

South Eastman Health/ Santé Sud-Est Inc.
Box 470
La Broquerie, MB R0A 0W0
Phone: 424-5880
Fax: 424-5888
Website: www.sehealth.mb.ca
E-mail:
communications@sehealth.mb.ca

Winnipeg Regional Health Authority
1800 – 155 Carlton St.
Winnipeg, MB R3C 4Y1
Phone: 926-7000
Fax: 926-7007
Website: www.wrha.mb.ca
E-mail: info@wrha.mb.ca

The Manitoba Home Care Program

The Manitoba Home Care Program is a community-based program that provides support to individuals of any age who live in the community and require more assistance than existing supports such as family and friends can provide. Home Care provides supports or services to assist clients to remain independently and at home for as long as safely possible.

Individuals who are registered with Manitoba Health are eligible for an assessment by a Home Care Case Coordinator.

Through the assessment, the Case Coordinator will identify those areas that place an individual at risk. A care plan is developed in collaboration with the individual and their caregivers, utilizing both Home Care resources and existing supports. The care plan is reviewed on a regular basis with the individual to insure it continues to meet their changing needs.

The range of services provided by Home Care include personal care, home support, nursing, respite/caregiver relief, occupational and physical therapy assessments, household maintenance, referrals to other agencies, adult day programs, service coordination and assessments for long-term care and specialty services.

For more information, please call the Regional Health Authority's district office nearest your home as listed below.

In Winnipeg, call the Centralized Intake Line at **940-2655**, or for more information visit: www.wrha.mb.ca

Rural District Offices

Assiniboine

Baldur Health Unit
Box 38
Baldur, MB R0K 0B0
Phone: 535-2443

Birtle Health Unit
c/o Birtle Health Centre
Box 2000
Birtle, MB R0M 0C0
Phone: 842-3399
Fax: 842-3375

Boissevain Health Unit
Box 899
Boissevain, MB R0K 0E0
Phone/Fax: 534-6487

Cartwright Health Unit
Box 118
Cartwright, MB R0K 0L0
Phone: 529-2452
Fax: 529-2562

Carberry Health Unit
c/o Carberry Health Centre
Box 2000
Carberry, MB R0K 0H0
Phone: 834-3262
Fax: 834-3333

Deloraine Health Unit
Box 547
Deloraine, MB R0M 0M0
Phone: 747-2551
Fax: 747-2160

Erickson Health Unit
Box 98
Erickson, MB R0J 0P0
Phone: 636-6803
Fax: 636-2471

Glenboro Health Unit
Box 310
Glenboro, MB R0K 0X0
Phone: 827-2426
Fax: 827-2199

Hamiota Health Unit
c/o Hamiota Health Centre
Hamiota, MB R0M 0T0
Phone: 764-4206
Fax: 764-2049

Killarney Health Unit
Box 940
Killarney, MB R0K 1G0
Phone: 523-3226
Fax: 523-8948

Melita Health Unit
Box 459
Melita, MB R0M 1L0
Phone: 522-4311

Minnedosa Health Unit
c/o Minnedosa Health Centre
Box 488
Minnedosa, MB R0J 1E0
Phone: 867-8716
Fax: 867-5837

Neepawa Health Unit
Box 1240
Neepawa, MB R0J 1H0
Phone: 476-7834
Fax: 476-3552

Reston Health Unit
Box 250
Reston, MB R0M 1X0
Phone: 877-3925
Fax: 877-3998

Rivers Health Unit
c/o Rivers Health Centre
Box 428
Rivers, MB R0K 1X0
Phone: 764-4206
Fax: 328-7130

Rossburn Health Unit
c/o Rossburn Health Centre
Box 443
Rossburn, MB R0J 1V0
Phone: 859-5308
Fax: 859-2526

Russell Health Unit
c/o Russell Health Centre
Bag service #2
Russell, MB R0J 1W0
Phone: 773-7562
Fax: 773-2142

Shoal Lake Health Unit
c/o Shoal Lake/Strathclair
Health Centre
Box 490
Shoal Lake, MB R0J 1Z0
Phone: 759-2686
Fax: 759-2230

Souris Health Unit
Box 790
Souris, MB R0K 2C0
Phone: 483-6225
Fax: 483-2310

Treherne Health Unit
Box 63
Treherne, MB R0G 2V0
Phone: 723-2133
Fax: 723-2869

Virden Health Unit
Box 10
Virden, MB R0M 2C0
Phone: 748-2321
Fax: 748-2388

Wawanesa Health Unit
Box 309
Wawanesa, MB R0K 2G0
Phone: 824-2570
Fax: 824-2148

Brandon

B – 150 – 7th Street
Brandon, MB R7A 7M2
Phone: 571-8416 – General
Information
571-8427 – Intake/Referral Line
Fax: 726-5720
E-mail:
homecare@brandonrha.mb.ca
Website:
www.brandonrha.mb.ca

Burntwood

Home Care Program
867 Thompson Drive South
Thompson, MB R8N 1Z4
Phone: 677-5350
E-mail: lsundevic@brha.mb.ca

Gillam Hospital
Box 2000
Gillam, MB R0B 0L0
Phone: 652-2600

Leaf Rapids Health Centre
Box 370
Leaf Rapids, MB R0B 0W0
Phone: 473-2441

Lynn Lake Hospital & Clinic
Box 2030
Lynn Lake, MB R0B 1W0
Phone: 356-2474
E-mail: mjantz@brha.mb.ca

Pikwitonei Health Centre
Pikwitonei, MB R0B 1E0
Phone: 458-2402

Thicket Portage Community Health Centre
Thicket Portage, MB R0B 1R0
Phone: 286-3254
E-mail: bhart@brha.mb.ca

Wabowden Health Centre
Box 179
Wabowden, MB R0B 1S0
Phone: 689-2600
E-mail: gjonasson@brha.mb.ca

Non-First Nation community members in Cross Lake, Norway House and South Indian Lake can contact the Thompson office for assistance.

Central

Regional Health Authority, Central Manitoba Inc.
Home Care
c/o Portage District
General Hospital
524 – 5 Street S.E.
Portage la Prairie, MB R1N 3A8
Phone: 239-2243

Churchill

Community Services
Churchill Regional Health Authority
Churchill, MB R0B 0E0
Phone: 675-8355
Fax: 675-2445
E-mail:
vmcewan@churchillrha.mb.ca

Interlake

Seniors Program Manager
Rosewood Lodge PCH
513 – 1st Avenue North
Stonewall, MB R0C 2Z0
Phone: 467-3361
Fax: 467-4763
Website: www.irha.mb.ca

Arborg Community Health Office
Arborg Provincial Building
River Road, Box 423
Arborg, MB R0C 0A0
Phone: 376-5559
Fax: 376-5970

Community Health & Family Services
43 Railway Avenue
Box 310
Ashern, MB R0C 0E0
Phone: 768-2585
Fax: 768-2961

Community Health Services
E.M. Crowe Memorial Hospital
Eriksdale, MB R0C 0W0
Phone: 739-4408
Fax: 739-2065

Fisher Community Health Offices
Box 119
Fisher Branch, MB R0C 0Z0
Phone: 372-8703
Fax: 372-8710

Community Health & Family Services
2nd Floor, 117 – 7th Avenue
Johnson Memorial Hospital
Box 1290
Gimli, MB R0C 1B0
Phone: 642-6051
Fax: 642-4924

Community Health Office
Lundar Personal Care Home
Box 296
Lundar, MB R0C 1Y0
Phone: 762-5469
Fax: 762-5164

Selkirk Community Health Office
201 – 237 Manitoba Avenue
Selkirk, MB R1A 0Y4
Phone: 785-7703
Fax: 785-7742

Stonewall & District Health Centre
589 – 3rd Avenue South
Box 280
Stonewall, MB R0C 2Z0
Phone: 467-4400
Fax: 467-4750

St. Laurent Community Health Office
St. Laurent, MB R0C 2S0
Phone: 646-2504
Fax: 646-2394

Teulon Hunter Memorial Hospital Home Care
Teulon, MB R0C 3B0
Phone: 886-4066
Fax: 886-3503

NOR-MAN

50 Church Street
Flin Flon, MB R8A 1K5
Phone: 687-9333
Fax: 687-7143
E-mail:
bsendecki@normanrha.mb.ca

Primary Health Care Centre
P.O. Box 240, 111 Cook Ave.
The Pas, MB R8A 1K4
Phone: 623-9690
Fax: 627-8285

Snow Lake Home Care
100 Lake Shore Drive E.
Snow Lake, MB R0B 1M0
Phone: 358-2637

Parkland

Parkland Region
Director of Home Care Services
Unit C-21 3rd Avenue N.E.
Dauphin, MB R7N 0Y5
Phone: 622-6255
Fax: 622-6259
E-mail: jsmith@prha.mb.ca

Benito Community Health Services
200 – 1st Street East
Box 490
Benito, MB R0L 0C0
Phone: 539-2513
Fax: 539-2482

Dauphin Community Health Services
2nd Floor
317 Main Street North
Dauphin, MB R7N 1C5
Phone: 638-2118
Fax: 638-8622

Ethelbert Community Health Resource Centre
31 Railway Avenue
Box 156
Ethelbert, MB R0L 0T0
Phone: 742-4400
Fax: 742-4405
E-mail: ethelchs@prha.mb.ca

Grandview Community Health Services
644 Mill Street, Box 339
Grandview, MB R0L 0Y0
Phone: 546-5150
Fax: 546-3269

McCreary Community Health Services
613 PTH 50, Box 208
McCreary, MB R0J 1B0
Phone: 835-5010
Fax: 835-5011

Roblin Community Health Services
115 Hospital Street
Box 880
Roblin, MB R0L 1P0
Phone: 937-2151
Fax: 937-8892
E-mail: prhawest@prha.mb.ca

Ste. Rose Community Health Services
603, 1st Avenue East
Box 149
Ste. Rose du Lac, MB R0L 1S0
Phone: 447-4080
Fax: 447-4090
E-mail: sterose@prha.mb.ca

Swan River Community Health Services
205 – 5th Avenue North
Box 1028
Swan River, MB R0L 1Z0
Phone: 734-6602
Fax: 734-5629
E-mail: srchs@svhf.mb.ca

Winnipegosis Community Health Services
230 Bridge Street, Box 36
Winnipegosis, MB R0L 1C0
Phone: 656-4721
Fax: 656-4402 (Call before faxing if confidential)

North Eastman

Beausejour Primary Health Care Centre
Community Health Services
Box 550
151 First Street South
Beausejour, MB R0E 0C0
Phone: 268-4966
Fax: 268-4399

Lac du Bonnet District Health Centre
Community Health Services
Box 1030
Lac du Bonnet, MB R0E 1A0
Phone: 345-8647
Fax: 345-8609

Pine Falls Health Complex
Community Health Services
Box 2000
Pine Falls, MB R0E 1M0
Phone: 367-4441
Fax: 367-8981

Kin Place Primary Health Care Centre
Community Health Services
Box 28
Oakbank, MB R0E 1J0
Phone: 444-2227
Fax: 444-7851

Whitemouth District Health Centre
Community Health Services
Box 160
Whitemouth, MB R0E 2G0
Phone: 348-7191
Fax: 348-7911

South Eastman

Community Services
Box 156
Dominion City, MB R0A 0H0
Phone: 427-3460
Fax: 427-3462

Niverville Primary Health Care Centre
Box 538
Niverville, MB R0A 1E0
Phone: 388-7067
Fax: 388-6511

Community Health Office
Box 2560
365 Reimer Avenue
Steinbach, MB R5G 1P1
Phone: 346-6131
Fax: 326-6520

Community Health Office
Unit A – 30 Dawson Road
Ste. Anne, MB R5H 1B5
Phone: 422-7067
Fax: 422-9450

Community Services
Box 88
St. Pierre-Jolys, MB R0A 1V0
Phone: 433-7636
Fax: 433-3608

East Borderland Primary Health Care Centre
Box 11
Sprague, MB R0A 1Z0
Phone: 437-7210
Fax: 437-2884

Community Services
Box 119
Vita, MB R0A 2K0
Phone: 425-5023
Fax: 425-3532

Geriatric Program Assessment Team (GPAT)

The GPAT program targets the frail elderly over the age of 65 years of age, living in Winnipeg. Clients are seen by a Geriatric Clinician in their home for an assessment of the following problems:

- Mobility
- Impaired Function/Activities of Daily Living
- Confusion/Dementia
- Incontinence (toiletting)
- Depression
- Inadequate Social Supports
- Medication issues (polypharmacy)

Anyone can refer to this service by telephone at 982-0140 or by fax: 982-0144.

Home Care Appeal Panel

If you have concerns about your home care, first talk to your home care case co-ordinator or his/her supervisor. If you are still not satisfied, you may file an appeal with the Appeal Panel for Home Care. This panel hears appeals from people who have asked for home care services and who disagree with the decisions made about their eligibility or their level of service.

You may file an appeal if:

- your request for home care service was turned down;
- you disagree with the level of service you receive; or
- you have any concerns about the home care services you are receiving.

To file an appeal, contact the Home Care Appeals/Advisory Office and ask for an appeal form. For more information, contact:

Appeal Panel for Home Care
Room 4012, 300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 788-6788
Toll-free: 1-800-491-4993
Fax: 948-2024
E-mail: appeals@gov.mb.ca
Website:
www.homecareappeals.mb.ca

Residential Care

Residential care is a community-based housing option that provides congregate living accommodations with care and supervision at levels defined by Manitoba Family Services and Housing. Residential care facilities are licensed through Manitoba Family Services and Housing. Facilities may be profit or non-profit and operated by professional or non-professional staff. The Manitoba government does not subsidize residential care, however, you may qualify for financial assistance under the Shelter Allowance for Elderly Renters (SAFER) Program. See page 22 for more information about this program.

If you would like more information about residential care facilities, contact:

Manitoba Family Services and Housing
Residential Care Licensing
Phone: 945-5311
Fax: 944-0254

Personal Care Home Placement

A personal care home may be the most appropriate care setting when your care needs can no longer be managed within your home or an alternative community setting.

The application form for personal care home placement is initiated through your Home Care Case Coordinator. If you are not on Home Care, contact your Regional Health Authority for more information. Once completed, the application is reviewed by an assessment panel to decide on the most appropriate environment where your care needs can be met.

Canadian citizens and permanent residents who have lived in Manitoba for the previous five consecutive years are eligible for insured personal care home services. If you are a Canadian citizen and a new resident to Manitoba, there will be a period of 24 consecutive months before you are eligible for personal care home benefits. Exceptions are made if:

- you previously were a resident of Manitoba for 30 years, left Canada and then returned to Canada after an absence of less than 10 years and re-established yourself as a resident of Manitoba, or
- you have been a resident of a province or territory of Canada for five consecutive years and immediately have established yourself as a resident of Manitoba.

If the assessment panel determines you do not need personal care services in a personal care home, you may reapply and be reassessed at a later date, should your health and/or functional status change.

There may be a waiting period before you are admitted to the personal care home of your choice. During this time, home care services may be provided to you as necessary.

If you require admission immediately, or are in hospital awaiting placement, you may be asked to accept placement in a different care facility until you can be admitted to the personal care home of your choice.

Information is available on the Manitoba Health website at www.gov.mb.ca/health or from your Regional Health Authority.

The Protection for Persons in Care Office

The *Protection for Persons in Care Act* (the Act) is an extra safeguard built into Manitoba's health care system. The Act is a law to help protect adults from abuse while receiving care in personal care homes, hospitals or any other designated health facility. The Act will require anyone, including staff, volunteers, visitors and any other person who has a reasonable basis to believe that an adult receiving care in a health facility is, or is likely to be abused, to promptly report their belief to the Protection for Persons in Care Office (PPCO) at Manitoba Health. The Act provides protection for individuals who make reports as well as protection against false or malicious reporting. Any failure to comply with the Act, including intentionally making a false report, may result in charges being laid and fines imposed.

The PPCO may be contacted by phoning **788-6366** (within Winnipeg), **1-866-440-6366** (toll-free outside of Winnipeg), 775-8055 (fax), protection@gov.mb.ca (e-mail), 774-8618, (Deaf Access Line TTY/TDD), 1-800-855-0511 (toll-free Deaf Access Line TTY/TDD) or visit our website at: www.gov.mb.ca/health/protection/index.html

Long-term Care Charges at Personal Care Homes

The cost of personal care home services is subsidized by Manitoba Health. The long-term care charge that a client pays is based on income. You may apply for a reduction to the maximum daily rate by completing an Application for Reduced Residential Charges and providing a copy of your Canada Customs and Revenue Agency Notice of Assessment from the previous year. Facility staff will provide the application form and assess the rate.

You may request a review or appeal the assessed rate within 30 days of the effective date of the charge. A Request for Review/Appeal form is available at the facility. Facility staff will advise you of the review/appeal process and provide you with the form.

Medical Equipment and Supplies

Canadian Red Cross Society

The Canadian Red Cross Medical Equipment Loan Service (MELS) provides mobility equipment free of charge, for a maximum of three months, to residents of Manitoba who are recovering from an illness, injury or surgery. Available equipment includes canes, crutches, walkers (4-point and two-wheeled walkers with sliders), and non-motorized wheelchairs. All clients must be referred by a healthcare professional. For further information contact:

Canadian Red Cross Society
1111 Portage Avenue
Winnipeg, MB R3G 0S8
Phone: 982-7336
Fax: 942-8367
Website: www.redcross.ca

Canadian Red Cross
443 – 9th Street
Brandon, MB R7A 4A9
Phone: 729-4970
Fax: 727-0349

Morden Services for Seniors

Morden Services for Seniors is a satellite for the Canadian Red Cross Medical Equipment Loan Service, providing free tempo-

rary loans of mobility equipment to Manitobans who are recovering from an illness, injury, or surgery. Temporary equipment loans of walkers and bath aides are also available for a nominal fee. For more information contact:

Morden Services for Seniors
306 North Railway Street
Morden, MB R6M 1S7
Phone/Fax: 822-5663
E-mail:
servicesforseniors@mts.net

SMD Wheelchair Services

This program provides long-term loans of wheelchairs to individuals living in the community. An application signed by a physician is required in order to receive a wheelchair.

SMD Wheelchair Services
1111 Winnipeg Avenue
Winnipeg, MB R3E 0S2
Phone: 975-3250
Toll-free: 1-800-836-5551
Fax: 975-3240
TTY: 975-3239
Website: www.smd-services.com

To purchase medical equipment and supplies, look for commercial suppliers in the Yellow Pages under "Medical Supplies."

Payment or Refund for Health Care Services

Manitoba Health – Insured Benefits

All insured residents of Manitoba are covered by the health insurance plan administered by Manitoba Health. Benefits include the following:

- hospital coverage at the standard ward level;
- medical services, including visits to doctors' offices, house calls and doctors' services in hospitals;
- certain prosthetic and orthotic devices;
- care in personal care homes;
- a provincial drug program; and
- seniors' eyeglass program.

Services are available in both English and French. For details regarding registration and coverage, contact:

Manitoba Health – Insured Benefits
300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 786-7101
Toll-free: 1-800-392-1207
(Voice mail service available after office hours)
TDD: 774-8618
Toll-free: 1-800-855-0511
Fax: 783-2171
Toll-free fax: 1-866-608-2983
Website: www.gov.mb.ca/health/mhsip/index.html

Manitoba Health: Out-of-Province Claims

You can take steps to ensure you continue to receive benefits while you are Out-of-Province. If you have questions about your insured health benefits, call 786-7101 or 1-800-392-1207. Informational pamphlets are available or, visit our website www.gov.mb.ca/health/mhsip.

Pharmacare Program

Pharmacare is a drug benefit program that protects eligible Manitobans against financial hardships associated with relatively high expenditures for drug costs. Each year Manitobans are required to pay a portion of the cost of their eligible prescription drugs. This portion is referred to as the Pharmacare deductible. The Pharmacare deductible is based on total family income.

In 2000, Manitoba residents were provided with the option of applying to the Pharmacare Program through a one-time enrolment process or annually.

Manitobans who selected the one-time enrolment process (Option A) are no longer required to annually submit a Pharmacare Application. Manitoba Health will establish the Pharmacare deductible for April 1 of each benefit year. Shortly after the beginning of each benefit year, Manitobans who selected this option will receive a letter from Manitoba Health confirming their enrolment and deductible level.

In order to be eligible for benefits, Manitobans who chose the annual application process (Option B) must complete a Pharmacare Application and Consent Authorization within each benefit year, April 1 to March 31. Applicants must also include a copy of the Revenue Canada Notice of Assessment

from the taxation year two years prior to the beginning of the benefit year with their completed application.

The deadline for filing your 2004/2005 Pharmacare Application is March 31, 2005.

Applications are available from all Manitoba pharmacies or at the Manitoba Health offices at 300 Carlton Street, Winnipeg, Manitoba. Applications can also be downloaded from the Government Internet site at www.gov.mb.ca/health/pharmacare.

Pharmacare Information Line: (recorded message):
788-2506 (English)
788-2520 (French)

Provincial Drug Programs: (Customer Service Help Desk)
In Winnipeg: 786-7141
Toll-free: 1-800-297-8099
TTY-TTD: 774-8618 or
Manitoba Relay Service: 711 or
1-800-432-4444
Fax: 786-6634

Eyeglass Program

The Eyeglass Program, for residents of Manitoba 65 years of age and older, provides limited financial assistance toward the purchase of eyeglasses (one pair of eyeglasses every three year period—or more often if there is a change in vision) from an optometrist or an optician. The total allowable amount is based on a fixed schedule for dispensing fees, frames and lenses, less $50 deductible. After deducting $50, Manitoba Health pays 80 per cent of the remainder of the allowable total; it is not based on the total cost of the eyeglasses.

The $50 deductible applies once every 12-month period (April 1 to March 31) per family. If additional glasses are required within the 12-month period, the deductible does not apply. Claim forms are available from optometrists and opticians. For more information, contact:

Manitoba Health – Insured Benefits
Senior Eyeglass Program
300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 786-7366
Toll-free: 1-800-392-1207
ext. 7366
Fax: 783-2171
E-mail: CBergen@gov.mb.ca
Website: www.gov.mb.ca/health/mhsip/eyeglasses.html

Manitoba Blue Cross

Manitoba Blue Cross offers a variety of health care plans to Manitobans to help supplement provincial government health care services. Coverage for ambulance fees, semi-private hospital room fees, dental care and much more is available through Manitoba Blue Cross.

Travel health coverage is particularly important for anyone travelling outside of Manitoba or Canada, and Manitoba Blue Cross can provide comprehensive coverage. For more information, contact Blue Cross at:

Customer Service
Polo Park Mall
Monday-Friday
9:30 a.m.-7:00 p.m.

Information Service
Phone: 775-0151
Toll-free: 1-800-USE-BLUE
(1-800-873-2583)
Website: www.mb.bluecross.ca

Dental Services

The Faculty of Dentistry at the University of Manitoba operates a clinic for teaching purposes. It is best to phone first to see if your needs can be met, as the availability of services changes throughout the year. Modest fees are charged for dental services provided. There may be a waiting period before the first appointment in the application process. For information and appointments, please call:

University of Manitoba
Faculty of Dentistry
790 Bannatyne Avenue
Winnipeg, MB R3E 0W2
Phone: 789-3505
Fax: 789-3950
E-mail:
gloewe@ms.umanitoba.ca
Website: www.umanitoba.ca/faculties/dentistry

Home Dental Care Program

This outreach program was established in 1985 by the Faculty of Dentistry to provide dental care to patients who find it difficult or impossible to visit a regular clinic. Using the dental mobile van, faculty dentists and hygienists make calls in

personal care homes, senior citizens' residences, hospitals and private homes. A wide range of dental services is provided.

Dental fees are based on the Manitoba Dental Association fee guide. Written estimates for treatment are provided before treatment begins. To arrange a dental visit or for more information, contact:

Faculty of Dentistry/Centre for Community Oral Health
Home Dental Care Program
Phone: 789-3450
Fax: 789-3951
Website: www.umanitoba.ca/faculties/dentistry/faculty_staff/faculty_ccoh.html

Foot Care

Many senior centres and community resource councils offer foot care for seniors. Contact your local senior centre or community resource council to see if they offer foot care. See pages 11-17.

Community Health Centres

Mount Carmel Clinic

Mount Carmel Clinic, located in the North End of Winnipeg, is a primary health care centre designed to meet the needs of both individuals and families. The clinic takes a special interest in senior citizens in the community. Staff regularly visits various senior centres within the community to monitor blood pressure and discuss health concerns on an individual basis. Home visits may be arranged. Other services include:

- medical and nursing services – 582-2311
- dental services – 586-1659
- lab/x-ray – 582-2317
- health information – 582-2311
- diabetes education – 589-9413
- foot care – 582-2311
- social work services – 589-9419

The Clinic Pharmacy may offer help with:

- the purchase of medication on credit
- filling out Pharmacare applications
- filling out drug insurance claim forms

Please call 589-0834 for more information

Mount Carmel Clinic
886 Main Street
Winnipeg, MB R2W 5L4
Phone: 582-2311
Fax: 582-1341

Health Action Centre

Health Action Centre is a community health centre operated by the Winnipeg Regional Health Authority. The Centre provides comprehensive health and social services, which include a primary care medical clinic, dental care, midwifery, dietary counselling, foot care, a congregate meal program for older adults, outreach and advocacy services, home visits and social support according to individual needs.

A Health Services for the Elderly Program is available to older adults referred for clinical and therapy services. There is also access to dental health services, health education sessions and healthy lifestyle teaching.

Included on site are additional services such as Community Mental Health, Geriatric Program Assessment Team, and Home Care. Health Action Centre is located in the inner city to provide services to area residents.

The primary care medical clinic and Health Services for the Elderly accept referrals from the designated inner city area only.

More detailed program information and links are available on the Health Action Centre Web Page at:
http://centralwpg.cimnet.ca/cim/cs?lk=14172&li=152&st=144,6049,-1&sit=56
or by contacting:

Health Action Centre
425 Elgin Avenue
Winnipeg, MB R3A 1P2
Phone: 940-1626, 940-3160
Fax: 942-7828, 940-2116
E-mail: rpichora@wrha.mb.ca

Aboriginal Health & Wellness Centre of Winnipeg, Inc.

The Aboriginal Health & Wellness Centre (AHWC) is a community-based health and wellness resource centre committed to serving the Aboriginal

community of Winnipeg. All programs and services of AHWC are based on a framework that encompasses the traditional philosophy contained within the teachings of the Medicine Wheel. Programs include a Primary Care Clinic as well as a variety of children and other social support programs.

Aboriginal Health & Wellness Centre of Winnipeg, Inc.
215 – 181 Higgins Avenue
Winnipeg, MB R3B 3G1
Phone: 925-3700
Fax: 925-3709
E-mail: admin@ahwc.ca

Nursing, Therapy and Medical Services

Manitoba Public Health Nursing Services

Public health nursing services are available throughout Manitoba to all individuals, families and groups. Public health nursing services focus on health promotion and the prevention of disease and injuries. These services include assessment of health needs and concerns, health teaching and counselling, immunizations, referrals and advocacy. Public health nurses provide services in a variety of settings such as homes, community clinics and community centres. Information about public health nursing services is available from regional health authority offices.

Community Therapy Services

Community Therapy Services (CTS) is a private non-profit Agency that provides the services of occupational therapists, physiotherapists, and speech language pathologists to assist individuals to live safely and independently in their own homes. Many of the Agency's services are funded directly by Manitoba Health through Regional Health Authorities (including Winnipeg, North Eastman, Assiniboine, Nor-Man) and will be provided at no cost to eligible clients. For more information on how to access the Agency's services, contact:

Community Therapy Services
201 – 1555 St. James Street
Winnipeg, MB R3H 1B5
Phone: 949-0533
Fax: 942-1428
E-mail: cts@ctsinc.mb.ca
Website: www.ctsinc.mb.ca

Nor'West Co-op Community Health Centre Inc.

The centre offers multi-disciplinary health services including primary care (two physicians and two primary care nurses), lifestyle, nutrition, diabetes, mental health and family violence counselling. The centre also offers community outreach programs for seniors including basic nutrition education, foot care, active living leadership, volunteer program, health screening and flu shots. In addition, Nor'West offers family violence counselling for immigrant women and a new legal support service for women with past or present family violence issues at 200 – 323 Portage Avenue. For appointment please call 940-2172.

For information please contact:

Nor'West Co-op Health Centre
103 – 61 Tyndall Avenue
Winnipeg, MB R2X 2T4
Phone: 940-2020

Klinic Community Health Centre

The Community Services Outreach Program provides in-home health monitoring services and health education for those residing in Klinic's geographic catchment area. Services are provided by a multi-disciplinary team that includes Community Registered Nurses, Community Worker, Dietician, Social Worker and Physicians and in collaboration with other community services including Home Care.

Clients must be or come under the care of a Klinic physician, be experiencing chronic or complex physical concerns or mental health issues, that limit their ability to attend on site.

Klinic Community Health Centre
870 Portage Avenue
Winnipeg, MB R3G 0P1
Phone: 784-4090
Fax: 784-4013
E-mail: klinic@klinic.mb.ca
Website: www.klinic.mb.ca

Seniors Health Resource Teams

Senior Health Resource Teams work in the community to promote health, increase awareness about injury and illness prevention, provide primary care, and management of chronic diseases for adults age 55+. The teams provide health services and community support for older adults living in River East, Downtown, and St. James/ Assiniboia.

They can help seniors:

- Learn how to improve their health.
- Get information and help link to appropriate health settings.
- Discuss concerns through home visits, phone consultations, health clinics, support groups and other programs.

Seniors health resource clinics are held in apartment blocks, malls, senior centres and churches.

The team organizes health promotion and education sessions, health clinics and community programs based on the needs and concerns of older adults.

There are several health programs which include: nutrition, safety and falls, activity, medication, blood pressure, memory/mood, blood sugar testing and other health concerns. Support groups are also included.

The teams develop leadership and programs within the communities to make them a healthy place to live: gardening, walking group, cooking club.

Seniors Health Resource Team – River East
755 Henderson Highway
Winnipeg, MB R2K 2K5
Phone: 940-2114
Fax: 940-3629

St. James-Assiniboia Seniors Health Promotion Resource Team
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 940-3261
Fax: 987-8856

Downtown Seniors Health Resource Team
425 Elgin Avenue
Winnipeg, MB R3A 1P2
Switchboard: 940-3160
Fax: 940-2116

Rupert's Land Caregiver Services

Rupert's Land Caregiver Services offers a range of services to provide support for family caregivers of persons 55 or older. Services include city-wide 'time-out' or short-term respite care, assisted transportation in southwest Winnipeg (area codes include R3L, R3M, R3N, R3P and part of R3T), support groups, information and help in problem-solving, referral to other community services, telephone support and a newsletter *The Caregivers Page*. For more information, contact:

Rupert's Land Caregiver Services
168 Wilton Street
Winnipeg, MB R3M 3C3
Phone: 452-9491
Fax: 474-0753
E-mail: rlcs@mb.sympatico.ca

St. John Ambulance

St. John Ambulance is a registered charity and non-profit organization. It provides services and training that enable Manitobans to improve their health, safety and quality of life. They provide training in all areas of First Aid and CPR. Their Community Services programs include Therapy Dog Volunteers who visit seniors in nursing home facilities with their trained dogs and Volunteers who provide First Aid at public events. For information on:

Training – Phone: 784-7000
Volunteer Programs – Phone: 784-7021

Canadian Red Cross

The Red Cross facilitates First Aid and Water Safety Training. The Red Cross Water Safety Program is the leading learn to swim program for all ages and abilities—adults will enjoy the AquaAdult Program to develop or enhance their swimming and water safety ability.

The Red Cross First Aid program is a leader in injury prevention training. The program includes: Standard First Aid, Emergency First Aid, ChildCare First Aid, Babysitter training, and all levels of CPR, Automated External Defibrillation programs and other related courses.

For more information about Red Cross programs, please call the Contact Centre at 1-888-307-7997.

Hospice & Palliative Care Manitoba (HPCM)

Within the Winnipeg region, the Community Hospice Volunteer Program provides support and practical help in a variety of ways by trained volunteers to individuals and families who are living with terminal illness or coping with grief. HPCM can provide information on palliative care services available in Manitoba communities and how to access them. HPCM offers an education program to prepare volunteers for hospice work in the community or in an institution. HPCM also hosts the annual palliative care conference (which includes a free public lecture), produces a quarterly newsletter, the *Hospice Companion*, and distributes information through the Hospice Resource Library. As the provincial voice for hospice palliative care, HPCM encourages communities to become members of the association. For more information, contact:

Hospice & Palliative Care Manitoba
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 889-8525
Toll-free: 1-800-539-0295
Fax: 888-8874
E-mail:
info@manitobahospice.mb.ca
Website:
www.manitobahospice.mb.ca

Palliative Care

The goal of palliative care is to relieve suffering and improve the quality of life for persons living with advanced illness. Palliative care focuses on the person as a whole by offering a wide range of support services in a variety of settings including hospitals, personal care homes, special hospice facilities or at home. For more information contact the Winnipeg Regional Health Authority Palliative Care Co-ordinator at **237-2400** or contact your local Palliative Care Co-ordinator listed below:

Assiniboine:
328-7878 **(Rivers)**
747-2745 **(Deloraine)**

Brandon: 571-8429

Burntwood: 778-1427

Central: 239-3100 or 239-5539

Churchill: 675-8355

Interlake: 372-7301 or
372-8703 ext. 301

Nor-Man:
623-9280 **(The Pas)**
687-9316 **(Flin Flon)**

North Eastman: 753-3147

Parkland: 638-2203

South Eastman: 433-7636

The Family Doctor Connection

The Manitoba College of Family Physicians is a voluntary organization representing family physicians across the province. It strongly believes that all Manitobans should have access to a family doctor. Family doctors care for people of all ages, from infants to the elderly, and focus on all aspects of well-being, including the prevention and management of disease and the promotion of healthy living. It strives to improve the health of individuals, families and communities.

The Family Doctor Connection Program maintains an up-to-date, comprehensive list of family doctors accepting new patients in Manitoba. By calling, you will be assisted personally and provided with the names and telephone numbers of family physicians accepting new patients in your area. Services are available in both English and French.

The Family Doctor Connection
Monday-Friday
8:30 a.m. to 4:30 p.m.
Phone: 786-7111
(voice mail available outside office hours)
Toll-free: 866-690-8260 or
TDD: (204) 774-8618
TDD/TTY Relay Service outside Winnipeg: 711 or
1-800-855-0511
E-mail: insuredben@gov.mb.ca
Website: http://www.gov.mb.ca/health/guide/2/physician.html

Counselling and Emergency Services

Age and Opportunity

Age and Opportunity offers counselling services that identify, inform and assist the elderly and their families. Assistance is available to help seniors cope with the many transitions associated with aging, which include caregiving, grief, retirement, housing, financial, depression, isolation, loneliness and family relationships. Age and Opportunity also provides free home safety audits for Winnipeg seniors. For further information please call:

Age and Opportunity Inc.
200 – 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440
Fax: 946-5667
E-mail:
ovs@ageopportunity.mb.ca
Website:
www.ageopportunity.mb.ca

Personal and Family Counselling

Aurora Family Therapy Centre

The Centre offers family, couple and individual therapy. Counselling for seniors may include issues such as grief, bereavement and illness. There is a sliding fee schedule according to income.

Aurora Family Therapy Centre
Room 2S03
515 Portage Avenue
Winnipeg, MB R3B 2E9
Phone: 786-9251
Fax: 772-2547
E-mail: aurora@uwinnipeg.ca

Jewish Child and Family Services to Jewish Older Adults

The agency provides older adults with the support necessary to maintain themselves in an independent living situation in the community at an optimal level of psychological, social and health functioning. The program provides assessments, counselling, links to services and regular monitoring contact. This service also includes supports to holocaust survivors and their families. For further information, contact:

Jewish Child and Family Service
Suite C200
123 Doncaster Street
Winnipeg, MB R3N 2B2
Phone: 477-7430
Fax: 477-7450
E-mail: jcfs@aspercampus.mb.ca

For counselling for immigrant women, please refer to Immigrant Women's Counselling Services on page 64.

Elder Abuse

Seniors Abuse Line

The Seniors Abuse Line is a confidential information service aimed at providing seniors, family members, professionals and others with a one-stop information resource on elder abuse. The abuse line staff provide information on community resources and support services that are available throughout Manitoba. An elder abuse consultant is also available to provide education and training, and to assist communities to ensure that services and supports are coordinated and available to abused older persons. For more information, contact:

Seniors Abuse Line
Phone: 945-1884
Toll-free: 1-888-896-7183

Age and Opportunity

Age and Opportunity provides confidential consultation, assessment, and counselling services to seniors who are sus-

pected victims of abuse. For further information, please call:

Age and Opportunity
200 – 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440
Fax: 946-5667
E-mail:
ovs@ageopportunity.mb.ca
Website:
www.ageopportunity.mb.ca

Women's Shelters

Women's shelters located throughout Manitoba provide short-term emergency shelter for women of all ages who are abused by their partners.

Provincial-wide Information/Crisis Line
1-877-977-0007

Winnipeg Region

Osborne House – Winnipeg, MB
Box 397
Winnipeg, MB R3C 2H6
Admin Line: (204) 942-7373
Fax Line: (204) 956-1412
Local Crisis Line: (204) 942-3052
TTY Line: (204) 942-5204

Ikwe-Widdjitiwin – Winnipeg, MB
Box 1056
Winnipeg, MB R3C 2X4
Admin Line: (204) 987-2780
Fax Line: (204) 987-2826
Local Crisis Line: (204) 987-2780
Toll-free Crisis Line:
1-800-362-3344
TTY Line: 1-800-561-6178

Central Region

Genesis House (South Central Committee on Family Violence) – Winkler, MB
Box 389
Winkler, MB R6W 4A6
Admin Line: (204) 325-9957
Fax Line: (204) 325-5889
Local Crisis Line: (204) 325-9800

Portage Women's Shelter – Portage La Prairie, MB
Box 1541
Portage la Prairie, MB R1N 3P1
Admin Line: (204) 239-5234
Fax Line: (204) 239-6710
Local Crisis Line: (204) 239-5233

Eastman Region

Agape House (Eastman Crisis Centre) – Steinbach, MB
Box 3130
Steinbach, MB R5G 1P5
Admin Line: (204) 326-6062
Fax Line: (204) 326-2359
Local Crisis Line: (204) 326-0028

Interlake Region

Nova House – Selkirk, MB
Box 337
Selkirk, MB R1A 2B3
Admin Line: (204) 482-7882
Fax Line: (204) 482-8483
Local Crisis Line: (204) 482-1200

NOR-MAN Region

Aurora House (The Pas Committee for Women in Crisis) – The Pas, MB
Box 3779 **The Pas**, MB R9A 1S4
Admin Line: (204) 623-7427
Fax Line: (204) 623-3901
Local Crisis Line: (204) 623-5497

Parklands Region

Parkland Crisis Centre – Dauphin, MB
Box 651
Dauphin, MB R7N 2V4
Admin Line: (204) 622-4620
Fax Line: (204) 622-4625
Local Crisis Line: (204) 638-9484

Thompson Region

Thompson Crisis Centre – Thompson, MB
Box 1226
Thompson, MB R8N 1P1
Admin Line: (204) 677-9668
Fax Line: (204) 677-8376
Local Crisis Line: (204) 778-7273

Westman Region

YWCA Westman Women's Shelter – Brandon, MB
148 – 11th Street
Brandon, MB R7A 4J4
Admin Line: (204) 727-3644
Fax Line: (204) 726-1793
Local Crisis Line: (204) 727-3644

Alcohol, Drugs and Gambling Programs

Addictions Foundation of Manitoba

The Addictions Foundation of Manitoba provides prevention and rehabilitation services for older adults with problems involving the use of alcohol or other drugs and gambling. Rehabilitation services are offered through residential or non-residential programs. To access these programs, contact the intake worker.

For men, phone: 944-6200
For women, phone: 944-6229

Problem Gambling Services
Older Persons and Gambling Consultant: 944-6250
Website: www.afm.mb.ca
Gambling Helpline: Toll-free: 1-800-463-1554

AFM Library Services

Located at 1031 Portage Avenue in Winnipeg, AFM library holds an extensive collection of resources on addictions and related topics. The collection includes books, journals, videos, pamphlets, posters, fact sheets, etc. Membership is free and available to all Manitobans.

For Library hours and information on borrowing, phone: 944-6233 or library@afm.mb.ca.

Prevention services establish and maintain local prevention and education programs in response to specific community needs. Specialized workshops are available for older adults and their caregivers. Presentations and consultations may be negotiated on an individual agency basis by contacting Community Prevention Programs.

AFM Winnipeg

Regional Administration
2nd Floor, 1031 Portage Avenue
Winnipeg, MB R3G 0R8
Phone: 944-6260
Fax: 779-9165

AFM Rural Offices

Beausejour
Box 1118, 736 Park Avenue
R0E 0C0
Phone: 268-6166
Fax: 268-1691

Brandon
510 Frederick Street
R7A 6Z4
Phone: 729-3838
Toll-free: 1-866-767-3838
Fax: 729-3844
E-mail: westreg@afm.mb.ca

Dauphin
32 – 1st Avenue North West
R7N 1G7
Phone: 622-2021
Fax: 638-6077

Flin Flon
2nd Floor – 32 Main Street
R8A 1J6
Phone: 687-1770
Fax: 687-7361

Gimli
P.O. Box 449
R0C 1B0
Phone: 642-5162
Fax: 642-8012

Killarney
P.O. Box 3000
203 South Railway Street East
R0K 1G0
Phone: 523-5070
Fax: 523-5071

Morden
108 – 8th Street
R6M 1Y7
Phone: 822-1296
Fax: 822-3794

Neepawa
Box 1779
282 Hamilton St.
R0J 1J0
Phone: 476-7200
Fax: 476-7201

Portage la Prairie
9 Saskatchewan Avenue
2nd Floor
R1N 3J9
Phone: 857-8353
Fax: 239-4860

Rossburn
P.O. Box 399
R0J 1V0
Phone: 859-4000
Fax: 859-4001

Selkirk
2nd Floor, 250 Manitoba Avenue
R1A 0Y5
Phone: 785-2354
Fax: 785-9056

Steinbach
Box 2560
381 Hospital Street
R0A 2A0
Phone: 326-7724
Fax: 326-6520

Swan River
P.O. Box 141
R0L 1Z0
Phone: 734-2030
Fax: 734-9509

Ste. Rose
Willard Monson House
P.O. Box 490
R0L 1S0
Phone: 447-4040
Fax: 447-4050
E-mail: wmh@afm.mb.ca

The Pas
P.O. Box 2039
168 – 2nd St. W.
R9A 1L7
Phone: 627-8140
Fax: 623-6264

Thompson
23 Nickel Road
R8N 0Y4
Phone: 677-7300
Toll-free: 1-866-291-7774
Fax: 677-7328
E-mail: northreg@afm.mb.ca

Virden
P.O. Box 2500
R0M 2C0
Phone: 748-4720

For older adults who may have family members experiencing alcohol, other drugs or gambling problems, a Family Program is available:

In Winnipeg: 944-6229
In Brandon: 729-3838
In Thompson: 677-7300

Addictions Self-Help Groups

Alcoholics Anonymous

Alcoholics Anonymous is a voluntary, worldwide fellowship of men and women from all walks of life who meet in groups to attain and maintain sobriety. The only requirement for membership is a desire to stop drinking. There are no dues or membership fees. For more information, contact:

Alcoholics Anonymous
208 – 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 942-0126
Fax: 957-5024
E-mail: aambco@mts.net
Website: www.aamanitoba.org

Al-Anon/Alateen Central Service

The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength and hope in order to solve their common problems. Al-Anon has but one purpose—to help families of alcoholics. For more information, please contact:

Al-Anon/Alateen Central Service
202 – 310 Donald Street
Winnipeg, MB R3B 2H4
Phone: 943-6051
Fax: 942-4077

Gamblers Anonymous

Compulsive gambling is an illness progressive in its nature, which can never be cured but can be arrested. There are Gamblers Anonymous (GA) meetings in various areas of the city every day of the week. Please contact GA at 582-4823 for a recorded message about meeting times and locations. The meeting message is updated regularly. If you need to speak to a member of GA, simply leave your first name and telephone number and a member will call you the same day.

Support services for families are available from GamAnon by calling 775-3535.

Emergency Assistance

The Salvation Army

Divisional Pastoral Care Representative (Community Care/Seniors)
500 – 55 Donald Street
Winnipeg, MB R3C 1L8
Phone: 946-9145
Fax: 975-1009

Booth Centre
180 Henry Street
Winnipeg, MB R3B 0J8
Phone: 946-9400
Fax: 943-8898

The Services provided at Booth Centre include:

- Chaplaincy/Counselling
- Anchorage Chemical Dependency Program
- Men's and Women's Residences

Mental Health Services
A short-term residential unit for adults in psychiatric crisis who require specialized services, but do not need hospitalization.

Phone: 946-9122
Fax: 946-9432
Website:
http://mb.salvationarmy.ca

Corps (Churches) located in Manitoba with Specific Programs for Seniors

Brandon Corps
The Salvation Army Brandon Corps offers prescription and minor medical assistance, including equipment such as walkers, canes and eyeglasses. The church also offers pastoral counselling services and assistance with funeral arrangements. Finally, the church has a Senior Men's Group that meets monthly for Breakfast, a 55+ group that meets once a month and a Women's Gathering weekly.

9 Princess Ave. E.
Brandon, MB R7A 1R8
Phone: 727-6271
Fax: 727-1752

Hampton Corps and Community Services
The Salvation Army Hampton Corps offers a monthly Seniors Group and a Parish nurse who is available to seniors once a week.

221 Hampton St.
Winnipeg, MB R3J 1P5
Phone: 888-2641
Fax: 895-9385

Camp Woodlands
Camp Woodlands offers a weekly Seniors Group meeting on Wednesdays from 10:30 a.m.-1:00 p.m.

Box 164
Woodlands, MB R0C 3H0
Phone: 383-5357
Fax: 383-5233

Agape Table Inc.

Agape Table provides a hot meal and a meeting place for those in need. Some outreach services are available. Agape Table is open Monday to Friday mornings, 9:00-11:30 a.m. Agape Table can also help connect people with other health resources within the community.

All Saints Parish Hall
175 Colony Street
Phone: 786-2370
Outreach Workers
Phone: 783-6369

Red Cross Society

The Red Cross supports other agencies to provide emergency food, clothing and shelter in case of disasters, such as house fires. The Society also provides help in tracing and reuniting family members in Canada and abroad. For more information, contact:

Canadian Red Cross
1111 Portage Avenue
Winnipeg, MB R3G 0S8
Phone: 982-7330
Fax: 942-8367
Website: www.redcross.ca

Canadian Red Cross
443 – 9th Street
Brandon, MB R7A 4A9
Phone: 729-4970
Fax: 727-0349

Manitoba Farm and Rural Stress Line

The Manitoba Farm and Rural Stress line provides support, counselling, information and referrals over the phone to anyone whose life is in any way affected by farming, agriculture and/or rural living. Counsellors are trained to provide support, to help a person discover and understand the nature of a problem and its effects, explore internal and external resources, and other ways of coping. They will assist a person to make changes the caller believes to be important and will link with community resources most appropriate to help them with their situation.

Call: Toll-free within Manitoba:
1-866-367-3276
Fax: 571-4184
E-mail: help@ruralstress.ca
Website: www.ruralstress.ca

Health and Chronic Disease Resources

Medication Information Line for the Elderly (MILE)

The University of Manitoba offers the Medication Information Line for the Elderly. A pharmacist will take your call and answer your questions about drugs and proper drug use. Hours of operation are Monday to Thursday, 9:30 a.m. to 2:30 p.m.

Room 111
University Center Bldg
Phone: 474-6493
Fax: 474-7572
E-mail:
mile_resource@umanitoba.ca
Website: www.umanitoba.ca

Health Links/Info Santé

Health Links/Info Santé is a telephone information and referral service located at Misericordia Health Centre. Specially trained registered nurses staff the Health Links line to help the public with their health questions and concerns. Health Links offers a 24-hour service, seven days a week.

Phone: 788-8200 or
Toll-free: 1-888-315-9257
Fax: 779-5645

Wellness Institute at Seven Oaks General Hospital

The Institute offers many programs for adults dealing with a chronic disease or recovering from an illness, or for those interested in health and wellness. The exercise and education-based Wellness Pathways, facilitated by a variety of health professionals include: Managing Diabetes, Cardiac Rehabilitation, Weight Management, Arthritis Management, Cancer Wellness, and Smoking Cessation. A support group is offered for men recovering from Prostate Cancer.

1075 Leila Avenue
Winnipeg, MB R2P 2W7
Phone: 632-3900
Website:
www.wellnessinstitute.ca

Chronic Disease Information Resources

The following organizations are excellent sources of information about chronic diseases. Most provide a variety of services to meet the special needs of persons affected by disease.

Alzheimer Society of Manitoba

The Alzheimer Society of Manitoba is an organization whose mission is to alleviate the individual, family and social consequences of Alzheimer Disease and related disorders while supporting the search for a cure.

Programs include:

- HELPLINE
- Alzheimer Education and Support Meetings
- Support Groups for people with Alzheimer Disease and related disorders
- Home Activity Partnership Program
- Safely Home – Alzheimer Wandering Registry
- Family Education Sessions
- Professional Education
- Community Outreach
- Advocacy
- Library
- Speakers Bureau
- Information and Resource Materials
- Research

For more information, check out the website at www.alzheimer.mb.ca or call the **HELPLINE at 943-6622** (in Winnipeg) or **1-800-378-6699**

(outside Winnipeg). See below for the Alzheimer Society office nearest you.

Provincial Office
Unit 10 – 120 Donald Street
Winnipeg, MB R3C 4G2
Phone: 943-6622
Fax: 942-5408
E-mail: alzmb@alzheimer.mb.ca

Westman Region Office
437 – 9th Street
Brandon, MB R7A 4A9
Phone: 729-8320
Fax: 726-1082
E-mail: alzwm@alzheimer.mb.ca

North Central Region Office
21 Royal Road South
Box 574
Portage la Prairie, MB R1N 3B9
Phone: 239-4898
Fax: 239-0902
E-mail: alznc@alzheimer.mb.ca

South Central Region Office
Box 119
204 Main Street
Winkler, MB R6W 4A4
Phone: 325-5634
Fax: 325-6496
E-mail: alzsc@alzheimer.mb.ca

North Eastman Region Office
Box 76
Whitemouth, MB R0E 2G0
Phone: 348-3505
Fax: 348-2448
E-mail: alzne@alzheimer.mb.ca

Parkland Region Office
12 – 2nd Avenue N.W.
Dauphin, MB R7N 1H2
Phone: 638-6691
Fax: 638-8671
E-mail: alzprk@alzheimer.mb.ca

Canadian Cancer Society

The Canadian Cancer Society is a national community-based organization of volunteers whose mission is the eradication of cancer and the enhancement of the quality of life of people with cancer. The funds raised support cancer research, advocacy for healthy public policy, prevention programs, the most up-to-date information on cancer so enabling people to make informed decisions about cancer treatment and give support to people living with cancer.

Canadian Cancer Society
Manitoba Division
193 Sherbrook Street
Winnipeg, MB R3C 2B7
Phone: 774-7483
Toll-free: 1-888-532-6982
Cancer Info Service:
1-888-939-3333
Cancer Connection:
1-800-263-6750
E-mail: resources@mb.cancer.ca

Western Region Office
Canadian Cancer Society
Manitoba Division
Lions Manor 415 – 1st Street
Brandon, MB R7A 2W8
Phone: 571-2800
1-888-857-6658
E-mail: dgranger@mb.cancer.ca

Canadian Diabetes Association

The Canadian Diabetes Association promotes the health of Canadians through diabetes research, service, education and advocacy. Our Diabetes Information & Support Centre offers help in obtaining the diabetes information you need. Peer-support groups are run by volunteer facilitators. All peer-support groups run through the months of October to May, excluding December.

Canadian Diabetes Association
Manitoba/Nunavut Region
102 – 310 Broadway
Winnipeg, MB R3C 0S6
Phone: 925-3800
Toll-free: 1-800-226-8464
Website: www.diabetes.ca

Manitoba/Nunavut Region Branches

Westman District
Community Development Coordinator
727B 10th Street
Brandon, MB R7A 4G7
Phone: 1-204-728-2382
Fax: 1-204-726-1603

Parklands District
Community Development Coordinator
118 Main Street, North
Dauphin, MB R7N 1C2
Phone: 1-204-638-6248
Fax: 1-204-638-0423

Eastman District
Community Development Coordinator
Southeast & Steinbach Branch Office
337 Main Street
Steinbach, MB R0A 2A0
Phone: 1-204-326-9641
Fax: 1-204-326-3370

Southeast & Steinbach Mailing Address:
Box 1568
Steinbach, MB R0A 2A0

Interlake
c/o Volunteer Development Coordinator
102 – 310 Broadway
Winnipeg, MB R3C 0S6
Phone: 925-3800, ext. 241
Fax: 949-0266

Regional Diabetes Program

The Regional Diabetes Program (RDP) within each Regional Health Authority coordinates diabetes prevention, self-management education, care and support services for Manitobans with and at risk for diabetes and their families. These services are provided by trained health professionals (physician, nurse, dietitian, etc) with other members of the diabetes health care team. A physician, health professional or the person requiring services can make a referral to the Regional Diabetes Program.

For more information, contact your Regional Health Authority.

Heart and Stroke Foundation of Manitoba

The mission of the Heart and Stroke Foundation of Manitoba is to improve the health of Manitobans by preventing and reducing disability and death from heart disease and stroke through research, health promotion and advocacy.

Our health programs give Manitobans the information they need to make healthy lifestyle choices. Here are some of the programs that reach out to Manitobans every year:

- Emergency Cardiac Care: CPR instructor training and guideline development.
- Information: our staff can provide information about heart healthy lifestyles, and management of heart disease and stroke. This service is free and is available by phone and e-mail.
- Resources: we have a variety of pamphlets, books and videos to help you prevent and cope with heart disease and stroke. More information is also available on our website.
- Heart-to-Heart™: an education and support program for people with heart disease and their partners.

For more information on these programs and resources, please contact:

Heart and Stroke Foundation of Manitoba
Provincial Office:
The Heart and Stroke Building
6 Donald Street, Suite 200
Winnipeg, MB R3L 0K6
Phone: 949-2000
Fax: 957-1365
Toll-free: 1-888-473-4636
E-mail:
ask@heartandstroke.mb.ca
Website:
www.heartandstroke.mb.ca

Brandon Office:
Heart and Stroke Foundation of Manitoba
3 – 824 – 18th Street
Brandon, MB R7A 5B7
Phone: 571-4080
Fax: 571-4086

Huntington Disease Resource Centre

The Manitoba Huntington Disease Resource Centre assists families and professionals with the many different needs and concerns encountered while dealing with Huntington Disease. Services include information, short-term counselling, referral, mutual support and education and consultation for professionals. For more information, please write or call:

Huntington Disease Resource Centre
825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 772-4617
Fax: 975-3027
E-mail: sfunk@hsc-ca.org
Website:
www.huntingtonsociety.org

Arthritis Society

The Arthritis Society provides programs and services throughout Manitoba and raises funds for arthritis research. For further information, please contact:

The Arthritis Society
105 – 386 Broadway
Winnipeg, MB R3C 3R6
Phone: 942-4892
Toll-free: 1-800-321-1433
Fax: 942-4894
E-mail: info@mb.arthritis.ca
Website: www.arthritis.ca

The Arthritis Society
153 – 8th Street
Brandon, MB R7A 0W9
Phone: (204) 729-9144
Fax: 728-4344

The Lung Association, Manitoba

The Lung Association, Manitoba is a non-profit, registered health charity and is a division of The Sanatorium Board of Manitoba. The Lung Association's programs and services provide support for persons suffering from respiratory diseases such as COPD, bronchitis, asthma and emphysema. Other services include smoking cessation education programs,

vehicle emissions clinics and scrappage programs. They also support respiratory research in Manitoba. As one of the oldest charities in Canada, The Lung Association, Manitoba relies on the generosity of Manitobans to fund their education, lobbying and research efforts. For further information, contact us at:

The Lung Association, Manitoba (Head Office)
629 McDermot Avenue
Winnipeg, MB R3A 1P6
Phone: 774-5501
Toll-free: 1-888-566-5864
E-mail: info@mb.lung.ca
Website: www.mb.lung.ca

The Lung Association, Manitoba (Westman Office)
8 – 940 Princess Avenue
Brandon, MB R7A 0P6
Phone: 725-4230
Toll-free: 1-888-566-5864
E-mail: westman@mb.lung.ca

Multiple Sclerosis Society of Canada

The Multiple Sclerosis (MS) Society provides information and services, such as support counselling, referrals, support groups, social and recreational activities, for persons with MS and their families. For further information and/or assistance, please contact:

Multiple Sclerosis Society of Canada – Manitoba Division
400 – 141 Bannatyne Avenue
Winnipeg, MB R3B 0R3
Phone: 943-9595
Toll-free: 1-800-268-7582
Fax: 943-8444
E-mail: info.manitoba@mssociety.ca
Website: www.mssociety.ca

There are chapter offices in Brandon, Dauphin, Morden, Portage la Prairie, Steinbach and Winnipeg.

Osteoporosis Society of Canada – Manitoba Chapter

The Manitoba Chapter of the Osteoporosis Society of Canada is a not-for-profit organization committed to raising awareness province-wide about the prevention and treatment of osteoporosis. For more information, contact:

Manitoba Chapter Osteoporosis Society of Canada
4 – 353 Provencher Blvd.
Winnipeg, MB R2H 0G8
Phone: 772-3498
Fax: 772-4200
E-mail: osteoman@mts.net
Website: www.osteoporosis.ca

571-8399 (Brandon and surrounding area)
822-4275 (South Central area)
627-1406 (The Pas)

Parkinson Society – Manitoba Region

Parkinson Society Manitoba Region provides support services to individuals and families with Parkinson disease through education, information and resources. Support groups and exercise sessions are available in several areas of the province. Please contact the Regional office for services in your community. Special events throughout the year help support programs and contribute to research into the cure for Parkinson disease.

Parkinson Society – Manitoba Region
302 – 171 Donald Street
Winnipeg, MB R3C 1M4
Phone: 786-2637
Fax: 786-2327
E-mail: linda.rigaux@parkinson.ca
Website: www.parkinson.ca

Stroke Recovery Association of Manitoba Inc.

Stroke Recovery Association of Manitoba Inc. (SAM) offers services to the survivors of stroke and their families at its centre and in the community. For more information, contact:

Stroke Recovery Association of Manitoba
1 – 333 Vaughan Street
Winnipeg, MB R3B 3J9
Phone: 942-2880
Fax: 944-1982
E-mail: info@strokerecovery.ca
Website: www.strokerecovery.ca

Mood Disorders Association of Manitoba Inc.

Staff and volunteers provide support and information for individuals and families in the community and in hospital. The association helps to identify symptoms, educate and encourage clients to seek the treatment they need. For more information, contact:

Mood Disorders Association of Manitoba Inc.
4 – 1000 Notre Dame Avenue
Winnipeg, MB R3E 0N3
Phone: 786-0987
Outside Winnipeg:
1-800-263-1460
Fax: 786-1906
E-mail: sdmdm@depression.mb.ca
Website: www.depression.mb.ca

Other organizations that assist individuals coping with chronic diseases are listed in your telephone directory.

Legal and Consumer Rights

Citizens' Rights

Ombudsman

To investigate complaints relating to administrative acts, decisions or omissions by departments and agencies of the Provincial and Municipal Governments under *The Ombudsman Act*, and to review compliance with the access to information and protection of privacy rights under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act.*

Office of the Ombudsman
Province of Manitoba
750 – 500 Portage Avenue
Winnipeg, MB R3C 3X1
Phone: 982-9130
Toll-free: 1-800-665-0531
Fax: 942-7803
E-mail:
ombudsma@ombudsman.mb.ca
Website:
www.ombudsman.mb.ca

Office of the Ombudsman
Scotia Towers
603 – 1011 Rosser Avenue
Brandon, MB R7A 0L5
Phone: 571-5151
Toll-free: 1-888-543-8230
Fax: 571-5157
E-mail:
bran@ombudsman.mb.ca

Manitoba Human Rights Commission

The Manitoba Human Rights Commission administers the Manitoba Human Rights Code, which furthers the principles of equality of opportunity, and freedom from unreasonable discrimination in the areas of employment, housing, services and facilities, publications, notices, signs and contracts.

The Commission conciliates, mediates and investigates complaints which allege discrimination, or failure to accommodate special needs, based on the following protected characteristics: ancestry, ethnic or national origin, religion or creed, age, sex (including pregnancy); gender-determined characteristics, sexual orientation, marital/family status, source of income, political belief and physical or mental disability. Complaints which are not resolved may be referred to an independent human rights adjudicator for hearing.

The Commission also has a mandate to conduct public education programs, and in that regard, has developed a series of workshops and seminars on human rights topics. Commission staff also respond to requests for consultation and speaking engagements.

For more information, to file a complaint or to register for education programs, contact:

The Manitoba Human Rights Commission
7th Floor, 175 Hargrave Street
Winnipeg, MB R3C 3R8
Phone: 945-3007
Fax: 945-1292
TTY: 945-3442
Toll-free: 1-888-884-8681
E-mail: hrc@gov.mb.ca
Website: www.gov.mb.ca/hrc/

The Manitoba Human Rights Commission
340 – 9th Street
Brandon, MB R7A 6C2
Phone: 726-6261
TTY: 726-6152
Toll-free: 1-800-201-2551

The Manitoba Human Rights Commission
2nd Floor – Otineka Mall
Box 2550
The Pas, MB R9A 1K5
Phone: 627-8270
TTY: 623-7892
Toll-free: 1-800-676-7084

Social Services Appeal Board

The Social Services Appeal Board is an independent appeal board for decisions regarding provincial and municipal social assistance and other programs offered by Manitoba Family Services and Housing, including 55 Plus – A Manitoba Income Supplement Program. Individuals who are in receipt

of, or are applying for, any of these assistance programs and who have had their benefits denied, suspended or reduced may wish to file an appeal. The appeal may be filed by sending a letter of appeal to the Board or by completing an appeal form, which is available on request. Normally, an appeal must be filed within 30 days of being notified of the decision to deny, reduce or suspend benefits.

Once an appeal has been filed, a hearing will be scheduled within 30 days and both parties will be given the opportunity to explain their case directly to the Board. Once the hearing is held, a decision is made in private after the hearing. A letter is then sent, usually within 15 days of the hearing, advising of the decision. For further information, please contact the Board office directly.

Social Services Appeal Board
7th floor, 175 Hargrave Street
Winnipeg, MB R3C 3R8
Phone: 945-3003
Toll-free: 1-800-282-8069
Fax: 945-1736

The Manitoba Association for Rights and Liberties (MARL)

The Manitoba Association for Rights and Liberties is an advocacy and educational body working for improved human rights protection. MARL is a non-government, non-profit organization whose objective is to promote respect for and observance of fundamental human rights and civil liberties. MARL examines all new government legislation for possible human rights infringements and presents briefs on its concerns and recommendations when applicable. For more information, contact:

Manitoba Association for Rights and Liberties
507 – 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 947-0213
Fax: 946-0403
E-mail: marl@escape.ca
Website: www.marl.mb.ca

Legal Services

Community Legal Education Association (CLEA)

CLEA is a not-for-profit organization with a mandate to increase access to justice by increasing knowledge of the law and the legal system. CLEA provides a telephone information and lawyer referral service (see Law Phone-In and Lawyer Referral Program), speakers' bureau, legal information publications and Community Legal Intermediary Training Course, as well as a variety of special initiatives including ongoing programming to promote the development of legal education in the school system. For further information, contact:

Community Legal Education Association
501 – 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 943-2382
Toll-free: 1-800-262-8800
Fax: 943-3600
E-mail:
info@communitylegal.mb.ca
Website:
www.communitylegal.mb.ca

Law Phone-In and Lawyer Referral Program

This office provides legal information over the phone on many types of legal problems and can refer you to a lawyer if necessary. A referral lawyer will not charge for the first half-hour of consultation. "Shut-in" lawyers are prepared to visit ill, disabled or elderly clients in hospital or at home. This service refers callers to law-related agencies. When you have a question on a legal matter, contact:

Law Phone-in and Lawyer Referral Program
Phone: 943-2305
Toll-free: 1-800-262-8800
Fax: 943-3600
E-mail:
info@communitylegal.mb.ca

This is a phone-in service. Your call will either be answered directly or you will be asked to leave your name and number on the answering machine and a lawyer on staff will return your call at a time convenient for you.

Legal Aid Manitoba

Legal Aid Manitoba assists individuals and groups who require the services of a lawyer and who do not have the means to obtain those services. Free legal advice and information are available at 416 – 294 Portage Avenue from 1:30 to 6:00 p.m., Tuesdays to Thursdays without an appointment. Advice and information are also available from our community law offices in Brandon, Dauphin, The Pas and Thompson. Please call to make arrangements.

General legal advice and information are available at selected centres in Winnipeg as a service of the Age and Opportunity Centre on a cost-recovery basis with the assistance of Legal Aid Manitoba.

If you need a lawyer to represent you, then an application should be made through a Legal Aid office, or by contacting any private lawyer who participates in the plan. A $25 non-refundable application fee is required. There are exceptions to the application fee—when speaking to the lawyer/paralegal taking your application, ask about them. Eligibility is based on your income level and the type of case involved. Representation is provided for serious criminal charges, family matters and some civil proceedings. If you are eligible for Legal Aid, you may, in most cases, choose any lawyer who is listed on the Legal Aid panel.

Legal Aid Manitoba
402 – 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 985-8500
Toll-free: 1-800-261-2960
Fax: 944-8582
Website: www.legalaid.mb.ca

Westman Community Law Office
236 – 11th Street
Brandon, MB R7A 4J6
Phone: 729-3484
Toll-free: 1-800-876-7326
Fax: 726-1732

Parklands Community Law Office
31 – 3rd Avenue
Dauphin, MB R7N 0Y5
Phone: 622-7000
Toll-free: 1-800-810-6977
Fax: 622-7029

Northlands Community Law Office
Box 2429, 236 Edwards Avenue
The Pas, MB R9A 1M2
Phone: 627-4820
Toll-free: 1-800-268-9790
Fax: 627-4838

Thompson Community Law Office
3 Station Road
Thompson, MB R8N 0N3
Phone: 677-1211
Toll-free: 1-800-665-0656
Fax: 677-1220

Mediation Services

Mediation Services is a program promoting peace and restorative justice within the community. Through education and mediation, people learn to resolve conflict using non-violent conflict resolution processes. A mediator is an impartial person who assists people in defining the issues in the dispute, and in using a problem-solving process to arrive at an acceptable outcome for all parties. In addition to the victim/offender and community mediation programs, numerous workshops are offered each year in the area of conflict resolution and mediation skills. For more information, contact:

Mediation Services
302 – 1200 Portage Avenue,
Winnipeg, MB R3G 0T5
Phone: 925-3410
Fax: 925-3414
E-mail:
info@mediationserviceswpg.ca
Website:
www.mediationserviceswpg.ca

The Public Trustee

The Public Trustee provides trustee services for a fee to the people of Manitoba in situations where no one else is capable, suitable or willing to do so. The Public Trustee provides the following types of trustee services:

- Administering estates and making personal decisions for people who are not mentally capable of doing so.
- Administering the estates of mentally competent people who have granted a Power of Attorney to The Public Trustee.
- Administering the estates of people who have died in Manitoba with no one else capable or willing to act as administrator.
- Administering trust monies for people under 18 years of age.
- Administering some adult trusts.

The Public Trustee
155 Carlton Street – Suite 500
Winnipeg, MB R3C 5R9
Phone: 945-2700
Fax: 948-2251
E-mail: publictrustee@gov.mb.ca
Website: www.gov.mb.ca/justice/additional/public.html

The Public Trustee
340 – 9th Street, Room 143
Brandon, MB R7A 6C2
Phone: 726-7025
Fax: 726-7037

Consumer Rights

Consumers' Bureau

The Consumers' Bureau administers consumer protection legislation for the Province of Manitoba. The statutes include: *The Consumer Protection Act*, *The Business Practices Act*, *The Personal Investigations Act*, *The Charities Endorsement Act*, *The Hearing Aid Act*, The Bedding Upholstered and Stuffed Articles Regulation under *The Public Health Act*, and Part III Reverse Mortgage Loans of the *Mortgage Act*. In the course of its duties it:

- licenses companies and individuals that direct sell;
- licenses collection agents and registers collectors;
- certifies hearing aid dealers;
- authorizes charitable fund raising; and
- registers manufacturers and renovators of stuffed articles.

The *Hearing Aid Act* protects consumers who purchase hearing aids by requiring hearing aid dealers to be licensed, establishing a complaints handling process and providing for a Board. The Hearing Aid Board has the power to regulate educational and examination requirements for hearing aid dealers, prescribe testing standards and impose rules of conduct for selling and advertising hearing aids.

The Consumers' Bureau hears, mediates and investigates consumer-related complaints. If you have a question or complaint about a purchase, repair, door-to-door sale, debt collection, charitable fundraiser, hearing aid dealers or any business practice that affects you as a consumer, contact the Consumers' Bureau at:

Consumers' Bureau
Manitoba Finance
302 – 258 Portage Avenue
Winnipeg, MB R3C 0B6
Phone: 945-3800
Toll-free: 1-800-782-0067
E-mail:
consumersbureau@gov.mb.ca
Website: www.gov.mb.ca/finance/cca/consumb

Consumer Information/ Education Program

This program provides presentations to seniors' groups to help prevent problems by educating individuals about their rights and responsibilities as consumers. The program makes seniors aware of consumer protection legislation administered by the Consumers' Bureau. It helps seniors recognize and avoid becoming the victims of consumer scams. To book a presentation for your group, contact:

Consumers' Bureau
Manitoba Finance
302 – 258 Portage Avenue
Winnipeg, MB R3C 0B6
Phone: 945-3800
Toll-free: 1-800-782-0067
E-mail:
consumersbureau@gov.mb.ca
Website: www.gov.mb.ca/finance/cca/consumb

Manitoba Securities Commission

The Manitoba Securities Commission is an independent agency of the Government of Manitoba which regulates the securities (investment) industry in the province. Anyone selling securities in Manitoba has to register with the Commission. The Commission also deals with complaints against registrants. To ensure that you are dealing with someone who is registered to sell securities, call the Commission at 945-2548, or visit their website, where registrants are listed, at www.msc.gov.mb.ca. If you feel you have been treated unfairly by an investment advisor, you should call the above number and ask to speak with one of our investigators. Groups wishing to receive a presentation designed to assist seniors to avoid investment scams may also call:

Manitoba Securities Commission
Phone: 945-2548
Fax: 945-0330
Toll-free: 1-800-655-5244
E-mail: securities@gov.mb.ca

Consumers' Association of Canada (Manitoba)

The Manitoba Branch of the Consumers' Association of Canada (CAC Manitoba) is a non-profit, volunteer organization that works to inform consumers and represent the consumer interest in Manitoba.

CAC Manitoba operates an InfoCentre containing information on a wide range of topics including product testing and pre-purchase information, how and where to complain, how to protect against frauds and scams, and other issues facing seniors in the marketplace.

The InfoCentre has a consumer information phone line that is toll-free in Manitoba, and offers a referral service to help consumers access the agency, government department or organization that will best meet their needs. The InfoCentre also provides Internet access to consumer websites.

CAC Manitoba InfoCentre
218 Osborne St. S.
Winnipeg, MB R3L 1Z3
Phone: 452-2572
Toll-free: 1-888-596-0900
E-mail:
info@consumermanitoba.ca
Website:
www.consumermanitoba.ca

Victim Services

Manitoba Justice Victim Services

Crime Victim Services Workers advise individuals of their options, rights and responsibilities as victims of crime, after a charge has been laid. They are located throughout Manitoba in Winnipeg, Selkirk, Lac du Bonnet, Portage la Prairie, Morris, Brandon, Dauphin, The Pas, Flin Flon and Thompson. Victims contact toll-free, 1-866-4VICTIM (1-866-484-2846) to be connected with the appropriate CVSW in their area.

They have the following programs:

Domestic Violence Support Service – a free service offering assistance, support and information to victims of domestic violence.

Child Victim Support Service – deals with criminal court cases involving children, youth and adult survivors of abuse.

Victims' Rights Support Service – deals with criminal court cases involving victims of serious crimes as defined under *The Victims' Bill of Rights*.

Compensation for Victims of Crimes – compensates victims or their families for personal injury or death resulting from certain crimes. To contact an adjudicator call toll-free, 1-800-262-9344.

Victim/Witness Assistance Program – support services to crime victims and those who are subpoenaed as Crown witnesses in Provincial Court and Court of Queen's Bench. Victims who have received a subpoena contact the program by calling toll-free 1-866-635-1111.

Age and Opportunity Older Victim Services

Older Victim Services provides assistance and information to older victims of crime in the Winnipeg area. Age and Opportunity offers this service in co-operation with the Winnipeg Police Service. Other areas of assistance are:

- helping older persons during the police investigation;
- insurance and property matters;
- applications for financial compensation for personal injuries;
- providing emotional support; and
- crime prevention education.

For more information, contact:

Age and Opportunity
Older Victim Services
200 – 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440
E-mail:
info@ageopportunity.mb.ca
Website:
www.ageopportunity.mb.ca

Combat Auto Theft (CAT)

The Combat Auto Theft (CAT) program is a free vehicle identification program that has proven to be an effective deterrent against auto theft. By placing the CAT decal on the vehicle, the vehicle owner sends a clear signal to both law enforcement and would-be thieves that this vehicle is not normally on the road between the hours of 1:00 a.m. and 5:00 a.m. Enforcement officials identifying CAT-branded vehicles on the road between these hours will stop them to verify licence and registration.

You may obtain a registration pamphlet by contacting the Road Safety Department at 985-7199 or toll-free at 1-888-767-7640 or by visiting any Manitoba Public Insurance claim centre, Autopac broker, or local law enforcement service.

Manitoba Public Insurance also strongly advocates the use of Immobilizers, which are foolproof mechanisms that prevent 100% the theft of one's vehicle. MPI is so confident in these products that we offer a $45 yearly renewable discount on a vehicle's insurance that has an installation-accredited immobilizer.

Phone Fraud

PhoneBusters is coordinated by the Ontario Provincial Police Anti-Rackets in partnership with the Royal Canadian Mounted Police/GRC Economic Crime. PhoneBusters is a National Call Centre specializing in central sourcing complaints on:

- Telemarketing/mail fraud;
- ID theft;
- West African Fraud Letters;
- Internet Fraud and other consumer scams with a Canadian connection.

If you are contacted by someone who promises great prizes, requests money in advance for shipping, taxes, etc., or if you must purchase a product to qualify, call Fraud's toll-free number. Any other suspicious calls where personal ID or money is needed up front should be checked. The information collected by PhoneBusters is shared with other law enforcement agencies for possible investigations.

SeniorBusters is a volunteer program coordinated by PhoneBusters. (Volunteer seniors call back senior victims of fraud to offer education and support.)

Hours of operation:
Monday to Friday – 8 a.m. to 6 p.m. EST.
Toll-free: 1-888-495-8501
Fax: 1-888-654-9426
E-mail: info@phonebusters.com
West African Fraud Letters:
wafl@phonebusters.com
Website:
www.phonebusters.com

Block Parent Program

The Block Parent program has been operating in Winnipeg since 1975. The program extends to anyone, young or old, who feels that they need immediate assistance. Block Parents display a sign in their window indicating that they are available to help in any emergency situations that arise. Block Parents are screened by the Police Service to ensure everyone that their homes are "Safe Homes with Safe Strangers." There are no costs associated with becoming a member.

For more information about the program and becoming a Block Parent, contact:

The Block Parent Program of Winnipeg Inc.
466 Gertrude Avenue
Winnipeg, MB R3L 0M8
Phone/Fax: 284-7562
E-mail: winnipegblockparents @hotmail.com or
wbp@autobahn.mb.ca
Website:
www.winnipegblockparents.mb.ca

OR

The Block Parent Program of Manitoba
Box 296
Balmoral, MB R0C 0H0
Phone: 467-9752
E-mail:
tmelnychuk@umalumni.mb.ca

Fitness and Recreation

Recreation and Regional Services Branch

The Recreation and Regional Services Branch helps to improve individual and community well-being through recreation, physical activity and wellness promotion. For more information, contact:

Manitoba Culture, Heritage and Tourism
Recreation and Regional Services Branch
6th Floor, 213 Notre Dame Ave.
Winnipeg, MB R3B 1N3
Phone: 945-3766
Fax: 945-1684
E-mail: rrs@gov.mb.ca
Website:
www.gov.mb.ca/chc/rrs/

Recreation for Specific Populations

The Recreation Consultant for Specific Populations works with municipal, provincial, and federal organizations and departments in regard to issues, research and special projects relating to recreation for seniors, people with a disability and youth.

Manitoba Culture, Heritage and Tourism
Recreation & Regional Services Branch
6th floor, 213 Notre Dame Ave.
Winnipeg, MB R3B 1N3
Phone: 945-3766

Manitoba Fitness Council

The Manitoba Fitness Council (MFC) is a non-profit organization dedicated to promoting quality in fitness leadership training in order to provide Manitobans with safe, effective and enjoyable exercise programs. The MFC promotes active living for Manitobans through the activities of its members. MFC accreditation is the acknowledged standard for fitness leaders in Manitoba and trains fitness leaders to lead programs specifically for older adults. The MFC manages a speaker bureau that can provide presentations, displays or demonstrations geared for older adults. For more information contact:

Manitoba Fitness Council
Room 102
Frank Kennedy Centre
University of Manitoba
Winnipeg, MB R3T 2N2
Phone: 474-8644
Toll-free: 1-800-432-1960
ext. 8644
Fax: 474-7634
E-mail: mfc@ms.umanitoba.ca
Website:
www.manitobafitnesscouncil.ca

Rose and Max Rady Jewish Community Centre

The Rady JCC is a not-for-profit community agency providing a broad range of programs and services for all age groups. Programs include fitness, health, recreation, social, cultural and educational programs. Many programs are specifically designed with the 55+ adult in mind.

Rose and Max Rady Jewish Community Centre
Suite B100
123 Doncaster Street
Winnipeg, MB R3N 2B3
Phone: 477-7510

Wellness Institute at Seven Oaks General Hospital

A broad spectrum of services is offered in a fully accessible medical fitness facility for adults of all abilities. Programs include rehabilitation and disease management, health education programs (e.g.: Nutritional Programs, Lifestyle Wellness Programs, Special Interest Programs, etc.) fitness programs and social wellness activities. A "Selected Times" membership allowing daytime access is available at a substantial discount.

1075 Leila Avenue
Winnipeg, MB R2P 2W7
Phone: 632-3900
Website:
www.wellnessinstitute.ca

Rural and Northern Recreation Directors

Rural and Northern recreation directors are employed by the local municipality or governing body to provide a wide range of recreation opportunities to people of all ages in their community or district.

Recreation directors may provide information on grants, board development, recreation opportunities, seniors' games and volunteering. If you are not sure whether your community has a recreation director, call your municipal office or the regional office of Culture, Heritage and Tourism nearest you.

Phone:
726-6066 (Brandon)
822-5418 (Morden)
268-6018 (Beausejour)
642-6006 (Gimli)
622-2022 (Dauphin)
677-6780 (Thompson)
627-8213 (The Pas)

Kinsmen Reh-Fit Centre

This centre opened in 1979 as the first Wellness and Cardiac Rehab facility in Manitoba. The centre is a non-profit charitable organization whose mission is to provide personalized, professional, health and fitness services. This is accomplished through assessment, education and encouragement in a caring environment for health conscious adults.

Annual membership is open to everybody and entitles individuals to a wide variety of programs and services. The general public can also access many of these benefits for an additional fee.

Kinsmen Reh-Fit Centre
1390 Taylor Avenue
Winnipeg, MB R3M 3V8
Phone: 488-8023
E-mail: rehfit@reh-fit.com
Website: www.reh-fit.com

City of Winnipeg, Community Services Department

A variety of recreation services and opportunities are available for senior citizens throughout the City of Winnipeg from the Community Services Department.

To find out what is offered in your area, consult your *City of Winnipeg Leisure Guide*, available online at:
www.winnipeg.ca/cms/Leisure/

Phone: 986-7760
Fax: 986-5058
E-mail: bboyar@winnipeg.ca

YMCA-YWCA of Winnipeg

The YMCA-YWCA has a variety of special programs available. Seniors' groups operate in all YMCA-YWCA branches. For more information as to specific programs and times, contact the YMCA-YWCA in your neighbourhood.

YMCA-YWCA of Winnipeg
301 Vaughan Street
Winnipeg, MB R3B 2N7
Phone: 947-3044
Website: www.ymcaywca.mb.ca

Elmwood-Kildonan
454 Kimberley Avenue
Winnipeg, MB R2K 0X8
Phone: 668-8140

South Winnipeg Branch
5 Fermor Avenue
Winnipeg, MB R2M 0Y1
Phone: 233-3476

West Portage
3550 Portage Avenue,
Winnipeg, MB R3K 0Z8
Phone: 889-8052

Brandon
YMCA
231 – 8th Street
Brandon, MB R7A 3X2
Phone: 727-5456

YWCA
148 – 11th Street
Brandon, MB R7A 4J4
Phone: 727-5014
E-mail: YWCA@ galaxy.mb.ca

Fort Whyte Centre

Fort Whyte Centre has many year-round attractions. The Centre offers specialized Seniors Nature Tours. Programs are designed for a variety of mobility levels. For further information, please contact:

Fort Whyte Centre
1961 McCreary Road
Winnipeg, MB R3P 2K9
Phone: 989-8353 for group bookings
Website: www.fortwhyte.org

Resources for Newcomer Seniors

Age and Opportunity English for Seniors Program

Age and Opportunity offers English as a Second Language (ESL) classes for immigrant seniors. Seniors can learn everyday English, as well as information about other programs and services available to them in the community. The program is funded by Manitoba Labour and Immigration.

If you are interested in attending these classes in Winnipeg, please contact the English for Seniors Program at Age and Opportunity at 956-6440.

Age and Opportunity
200 – 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-6440
Fax: 946-5667
E-mail:
esl@ageopportunity.mb.ca
Website:
www.ageopportunity.mb.ca

Immigrant Women's Association of Manitoba, Inc.

The Immigrant Women's Association of Manitoba, Inc. was formed in 1983 to address the concerns of immigrant women and their families. The programs offered include: advocacy, referral and public education and information.

Immigrant Women's Association of Manitoba, Inc.
4th Floor Library
University of Winnipeg
515 Portage Avenue
Winnipeg, MB R3B 2E9
Phone: 989-5800
Fax: 989-5801
E-mail: iwam@uwinnipeg.ca

Immigrant Women's Counselling Services

The Immigrant Women's Counselling Service offers a safe place for immigrant/refugee women to meet and to support one another in solving their problems. The Counselling Services also provide confidential non-judgmental support services to immigrant/refugee women who have/are being abused. Help with interpretation and accompaniment, individual counselling, support groups, as well as information, advocacy and referral services are available through the Immigrant Women's Counselling Services.

Immigrant Women's Counselling Services
200 – 323 Portage Ave.
Winnipeg, MB R3B 2C1
Phone: 953-4100
Fax: 953-4107
E-mail: iwcs@mts.net

The International Centre

The International Centre is an immigrant-serving agency providing a comprehensive range of settlement services, including:

- Settlement and Integration Support Services
- Employment Services
- Adult Education Information Services
- Outreach Services
- Nutrition Services
- Volunteer Services
- Citizenship Preparation Classes
- Centre House – offering low cost accommodations for newcomers
- Language Bank – offering 24-hour interpretation and translation services in more than 80 languages and dialects. Notary public services are also available.

International Centre of Winnipeg
406 Edmonton Street
Winnipeg, MB R3B 2M2
Phone: 943-9158
Fax: 949-0734
E-mail:
info@international-centre.ca
Website:
www.international-centre.ca

Language Bank

The International Centre's Language Bank provides interpreters on a 24-hour-a-day basis in over 80 languages and dialects, although after regular office hours, this is on an emergency basis only. Translators are also provided to verify or complete translations. Service is provided for the police, hospitals, courts and other social agencies as well as for the general public. Notary public services are also provided at a very reasonable rate.

The Language Bank
International Centre
406 Edmonton Street
Winnipeg, MB R3B 2M2
Phone: 943-9158

Jewish Child & Family Service

Jewish Child & Family Service provides counselling services to the general community; supportive services to seniors and their families, including supports for Holocaust survivors; community mental health to adult clients and their families; newcomer resettlement integration; volunteer program including support to seniors; and family life education. Services are offered in English, Yiddish, Russian, Ukrainian, Hebrew and Spanish. ESL classes for newcomer seniors are provided.

Jewish Child & Family Service
C200 – 123 Doncaster Street
Winnipeg, MB R3N 2B2
Phone: 477-7430
Fax: 477-7450
E-mail: jcfs@aspercampus.mb.ca
Website:
www.jewishwinnipeg.org/human.html

Pluri-elles (Manitoba) inc.

Pluri-elles (Manitoba) inc. is a centre that offers services to francophones living in the Province of Manitoba. Pluri-elles offers individual and group counselling, individual counselling, a literacy program, family literacy, and a job reintegration program or job research. All the programs and services offered by Pluri-elles (Manitoba) inc. are free. Pluri-elles offers service to different communities. For further information, please contact:

Pluri-elles (Manitoba) inc.
570 Des Meurons Street
Winnipeg, MB R2H 2P8
Phone: 233-1735
Toll-Free: 1-800-207-5874
Fax: 233-0277
E-mail: plurielles@shaw.ca or pluridg@shaw.ca

Society for Manitobans with Disabilities

The Society for Manitobans with Disabilities has an ethnocultural program that provides services to all Manitobans with disabilities, not just physical. They have seven staff who represent different ethnocultural communities. The staff who provide translation and cultural interpretation services can speak a total of 16 different languages. They help link clients to appropriate services.

Society for Manitobans with Disabilities
825 Sherbrook Street
Winnipeg, MB R3A 1M5
Ethno Cultural Coordinator
Phone: (204) 975-3067
E-mail: jperron@smd.mb.ca
Website: www.smd-services.com

Manitoba Interfaith Immigration Council Inc.

The Manitoba Interfaith Immigration Council provides services to refugee newcomers (Government Assisted, Privately Sponsored Refugees, and Refugee Claimants). Services include:

- Reception and temporary accommodation;
- Settlement and Orientation;
- Sponsorship Services; and
- Inland Refugee Claim Assistance.

Manitoba Interfaith Immigration Council Inc.
Welcome Place
397 Carlton Street
Winnipeg, MB R3B 2K9
Phone: (204) 977-1000
Fax: (204) 956-7548
E-mail: barbf@miic.ca
Website: www.miic.ca

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We Need Your Help

To help us improve future editions, we need to know how useful the *Manitoba Seniors' Guide* is for you.
Please fill out this questionnaire and mail or fax it to:

Manitoba Seniors and Healthy Aging Secretariat
822-155 Carlton Street
Winnipeg, Manitoba
R3C 3H8

Fax: (204) 948-2514

1. How would you rate this Guide as a source of information for seniors?
   ☐ Excellent ☐ Good ☐ Fair ☐ Poor

2. Would you recommend the Guide to others?
   ☐ Yes ☐ No

3. How often do you use the Guide?
   ☐ Every day ☐ Every week ☐ Once a month ☐ Once a year

4. Why do you use the Guide? (You may check more than one reason).
   ☐ Housing ☐ Government Programs
   ☐ Health Services ☐ Social Activities
   Other (please specify) _____
   _____

5. How did you receive the Guide? I received the Guide from...
   ☐ Seniors and Healthy Aging Secretariat ☐ Seniors Centre
   ☐ Support Services ☐ Seniors Fair ☐ Health Centre
   Other (Please specify) _____

6. Did you use this information for yourself or for someone else?
   _____
   _____ _____

7. In terms of the current guide, how would you rate the following?

Helpfulness of information?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

Ease of finding information you need?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

Accuracy of information?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

Size of the Guide?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

Size of the print ?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

Other comments about the Guide

_____

_____

_____

_____

8. Do you have any suggestions for how the Guide may be improved?

_____

_____

9. Is there information you would like to see included in the Guide?

_____

_____

10. Are you:

☐ Aged 50-64 ☐ Aged 65-75 ☐ Aged 75+

☐ Family Member ☐ Seniors Organization

Other (Please specify) _____

Thank You!

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« Je prends mes médicaments, mais mon état ne s'améliore pas. Que devrais-je faire? »

« Je me suis fait mal en jouant au ballon et mon genou est enflé – que devrais-je faire? »

« Mon fils a de la fièvre. Est-ce que je devrais l'emmener à la salle d'urgence? »

Des questions en matière de santé?

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« Mon père s'embrouille dans ses tâches quotidiennes et je n'arrive plus à m'occuper de tout – il aura bientôt besoin d'aide supplémentaire à la maison. Quels sont les services à notre disposition? »
Sandra, 45 ans

« Le médecin dit que mon taux de cholestérol est trop élevé et que je risque un infarctus. Il est temps que je trouve un programme de prévention des maladies du cœur près de chez moi? »
Ken, 60 ans

« J'ai un mal de tête affreux et je vois trouble. Est-ce que c'est normal? Que devrais-je faire? »
Sylvie, 16 ans

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